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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q82-Q87):

NEW QUESTION # 82

How should a Consultant provide Suggested Article functionality to Lightning Service Console users?

- A. Add the Knowledge tab to the Console app.

- B. Add the Knowledge Component to the Service Console.
- C. Add the Suggested Article widget to the Case page layout.
- D. Create email templates with Knowledge Articles attached.

Answer: B

NEW QUESTION # 83

Universal Containers wants to display a history of all of today's changes to a case in the order that occurred on a single page view. This requirement includes comments, emails, and edit to case fields. What tool should a consultant recommend to implement this requirement?

- A. Process Builder
- B. Auto launch flow
- C. Visualforce custom page
- D. Salesforce Console for Service

Answer: D

NEW QUESTION # 84

Universal Containers email policy requires that all email traffic remain within its firewall. Currently, the company has 200 support agents handling email from five different time zones. Which solution should a consultant recommend?

- A. On-Demand Email-to-Case
- B. Salesforce for Outlook
- C. Email-to-Case
- D. Web-to-Case

Answer: C

NEW QUESTION # 85

Universal Containers (UC) recently expanded sales to Mexico and Canada. UC wants OmniChannel to route cases to agents who speak the customer's preferred language and have the right knowledge to solve the issue. Which solution should a consultant recommend to meet the requirements?

- A. Configure Omni-Channel Skills-based Routing.
- B. Configure Case Assignment rule and Omni-Channel Supervisor.
- C. Configure Omni-Channel Queue-Based Routing.

Answer: A

Explanation:

To meet the requirement of routing cases based on language proficiency and knowledge area, Omni-Channel Skills-based Routing is the best solution. Skills-based routing allows cases to be directed to agents who possess the specific skills required to handle the case, such as language fluency and product expertise, ensuring efficient and effective case resolution.

NEW QUESTION # 86

A recent work task analysis for a service center revealed that service agents perform the same steps when closing a case and sending a survey through email. These steps take around 1 minute per case. With millions of cases closed each year, it is important to improve efficiency of this operation. What is a recommended Service Cloud feature that improves the process?

- A. Macros
- B. Quick text
- C. Global Quick Action

Answer: A

Explanation:

To improve the efficiency of the repetitive task of closing cases and sending surveys, using Macros in Service Cloud is recommended. Macros automate repetitive tasks with a single click, significantly reducing the time required per case and increasing overall operational efficiency, especially with a high volume of cases.

NEW QUESTION # 87

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