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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q194-Q199):

NEW QUESTION # 194
Universal Containers is implementing a CTI solution for its inbound service and support contact center. Currently, the company handles only existing customers with support issues. The contact center manager has been tasked with improving sales for the premier support offering. What key metrics can be expected to improve following the CTI implementation? (Choose 2)

- A. Average days to close
- B. First call resolution
- C. Average handle time
- D. Abandon rate

Answer: B,D

NEW QUESTION # 195
What approach should a Consultant use to ensure that Knowledge searches only display articles for a service agent's product specialization?

- A. Create a permission set for each record type; assign permissions to service agents.
- B. Create a data category for each product; assign data categories to service agents.
- C. Create an article action for each record type; assign record types to service agents.
- D. Create a page layout for each record type; assign layouts to service agents.

Answer: B

Explanation:
Creating a data category for each product and assigning data categories to service agents is the recommended approach to ensure that Knowledge searches only display articles for a service agent's product specialization.
Data categories are a way of classifying articles based on topics or criteria that make sense for your business.
Data categories can be used to control the visibility and searchability of articles for different users and communities. By creating a data category for each product, you can group articles by product line and make it easier for agents and customers to find relevant information. By assigning data categories to service agents, you can restrict their access and search results to only the articles that match their product specialization.
Verified References: Service Cloud Consultant Certification Guide & Tips, Data Categories Overview

NEW QUESTION # 196
Support engineers need to see a complete chronological list of field edits to a case, associated emails, case comments, and field edits to related objects in a single view while working on a case. How should this requirement be met?

- A. Create a custom view on the Case tab.
- B. Create a custom Visualforce page.
- C. Create a custom related list on the case.
- D. Create a custom report.

Answer: B

NEW QUESTION # 197
Universal Containers has completed development and testing of its Service Cloud implementation and plans to migrate functionality from the sandbox environment to the production environment.
What should be used for migration functionality?

- A. Data loader, change sets, and Force.com Excel Connector
- B. Mass Transfer Records, change sets, and Visual Studio Code
- C. Visual Studio Code and change sets
- D. Visual Workflow, data loader, and Force.com IDE

Answer: C

NEW QUESTION # 198

Universal Container's agent's need to be more productive when cases. Agent want to send email to customers prior to violating an SLA based on three different SLA levels using macros.

What two solutions can a consultant suggest to meet the agent's requirements?

Choose 2 answers

- A. Create a formula to build the macro logic around
- B. Add a formula block to the macro
- C. Add multiple ELSE IF blocks after the IF block
- D. Add conditional logic to the instructions

Answer: B,D

Explanation:
Explanation
Adding conditional logic to the instructions and adding a formula block to the macro are solutions that a consultant can suggest to meet the agent's requirements of sending email to customers prior to violating an SLA based on three different SLA levels using macros. These solutions can help create macros that perform different actions based on different criteria, such as the SLA level of the case. For example:
Adding conditional logic to the instructions is a solution that involves using IF and ELSE statements to control when to execute certain actions in a macro. Conditional logic can be used to create a macro that checks the SLA level of the case and sends an appropriate email template based on the SLA level. For example, if the SLA level is Gold, send an email template with a high priority message; else if the SLA level is Silver, send an email template with a medium priority message; else, send an email template with a low priority message.
Adding a formula block to the macro is a solution that involves using formulas to calculate values or perform logic in a macro.
Formula blocks can be used to create a macro that calculates the time remaining before the SLA violation and inserts it into the email body using quick text. For example, use a formula block to subtract the current date and time from the SLA violation date and time, and format the result as hours and minutes. Then use quick text to insert the result into the email body.
Verified References: [Service Cloud Consultant Certification Guide & Tips], Add Logic to Macros, Use Formulas in Macros

NEW QUESTION # 199

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