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To be eligible to take the Salesforce Service-Cloud-Consultant Exam, candidates must have a solid understanding of Salesforce fundamentals, including the platform's architecture, data model, security model, and reporting capabilities. They should also have hands-on experience with Service Cloud implementations, as well as experience working with customers to identify their needs and develop solutions that meet those needs.

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Salesforce Certified Service cloud consultant Sample Questions (Q153-Q158):

NEW QUESTION # 153

Cloud Kicks has millions of customers. Only a small percentage of the customers have existing Contact records in Salesforce. The customer's email address is used to populate details from another system and enrich the Contact record.

A service center uses multiple channels to support customers, including phone, Email-to-Case, and Web-to-Case. Support agents frequently fail to capture the necessary information, leading to an inconsistent customer experience.

What is the recommended method to consistently capture new caller details?

- A. Use an auto-launched flow to capture details.
- B. Use a new customer Path on Contact to capture details.
- C. Use Open CTI with Pop to flow to capture details.
- D. Use a global quick action to capture details.

Answer: A

Explanation:

Explanation

Using an auto-launched flow to capture details is the recommended method to consistently capture new caller details. An auto-launched flow is a type of flow that runs in the background without user interaction. An auto-launched flow can be triggered by various actions, such as creating a record, updating a field, clicking a button, or invoking a process. An auto-launched flow can perform various tasks, such as collecting inputs, updating records, creating records, or calling external services. Using an auto-launched flow to capture details can help ensure that support agents enter the necessary information for new callers, such as their name, email address, phone number, or reason for call. Verified References: Service Cloud Consultant Certification Guide & Tips, Create an Auto-Launched Flow

NEW QUESTION # 154

To manage the publishing lifecycle for articles in Salesforce Knowledge, the contact center director wants to provide article with various publishing capabilities. What configuration should be recommended to meet this objective?

- A. Assign article managers to public groups and specific publication states to each group.
- B. Assign article managers to publication teams and specific article actions to each team.
- C. Assign article managers to publication teams and specific publication states to each team.
- D. Assign article managers to public groups and specific article actions to each group.

Answer: D

NEW QUESTION # 155

Universal Containers is implementing a call center using CTI (Computer-telephony integration).

Which three items, at a minimum, must be implemented and deployed to ensure success?

Choose 3 answers

- A. Assign users to a call center
- B. Install CTI adapter using open CTI
- C. Deploy Call Center Directory
- D. Configure IVR auto response
- E. Configure call center definition

Answer: A,B,E

NEW QUESTION # 156

Cloud Kicks provides support to customers in email, social, and chat channels. Managers want to find a way to improve service agent efficiency.

A recent study found agents spend a lot of time searching for articles, manually copying text from the article, and pasting it into responses.

What should a consultant recommend as a solution?

- A. Configure Lightning Knowledge component to auto attach article PDF.
- **B. Configure Lightning Knowledge component and related list actions.**
- C. Set up quick text options in the utility bar to add article links.

Answer: B

Explanation:

To improve agent efficiency in finding and using articles, configuring the Lightning Knowledge component and related list actions is advisable. This setup allows agents to easily search for, preview, and insert links to relevant Knowledge articles directly into their responses without leaving their workspace. This streamlined approach reduces the time spent on manual copying and pasting, enhancing productivity and ensuring consistent use of approved content.

NEW QUESTION # 157

A report shows average time spent by agents to resolve cases. Nine of twelve agents spend approximately the same time to resolve cases. However, Agent A has a much shorter average time to resolve cases and Agents B and C have a much longer average time to resolve cases. How can the supervisor use this data to drive greater consistency in average time spent by agents across the team? Choose 3 answers:

- A. Update case assignment rules to route more cases to Agent A
- B. Lower the target for entire team to that of Agent A
- **C. Document and share the practices of Agent A with the team via knowledge articles**
- **D. Build a dashboard to display individual performance by agent versus the team goal**
- **E. Review case history and activities for Agents B and C**

Answer: C,D,E

NEW QUESTION # 158

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