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>> **CRT-261 Passing Score Feedback <<**

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Questions

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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q84-Q89):

NEW QUESTION # 84

Cloud Kicks wants to standardize its service KPIs for response time and first case closure rates.

Individual service agents, team leaders, regional directors, and the VP of service should see the same KPIs calculated using only the data the user can access.

What is the recommended running user to meet the requirements?

- A. The VP of service
- B. The user creating the dashboard
- C. Let the dashboard viewers choose
- D. The dashboard viewer

Answer: D

NEW QUESTION # 85

A recent review of customer satisfaction surveys revealed the support center does a poor job of upsetting new products to customers. Customers report dissatisfaction when calling for troubleshooting, billing, enrollment, or similar issues and receiving a sales pitch. However, customers that have been upsold new products are two times more likely to remain a customer.

What is the recommended method to ensure upselling only occurs when customers are likely to be receptive to the offer?

- A. Einstein Next Best Action
- B. Service Analytics Predictions
- C. Validation Rules
- D. Einstein Reply Recommendations

Answer: A

Explanation:

Explanation

Einstein Next Best Action is the recommended method to ensure upselling only occurs when customers are likely to be receptive to the offer. Einstein Next Best Action is a feature that uses artificial intelligence to analyze customer data and context, and suggest relevant actions or offers for agents or customers at the right moment. Einstein Next Best Action can help improve customer loyalty and satisfaction by providing personalized and timely recommendations that match customer needs and preferences. Einstein Next Best Action can also help increase revenue and retention by identifying cross-sell and upsell opportunities that are appropriate for each customer scenario. Verified References: Service Cloud Consultant Certification Guide & Tips, Einstein Next Best Action Overview

NEW QUESTION # 86

A manager would like information on the knowledge base searches conducted by customers and call center agents. Which two metrics are useful for identifying knowledge article effectiveness?

Choose 2 answers

- A. Knowledge search query with no results.
- B. Knowledge articles created by call center agents.
- C. Knowledge articles with the lowest rating.
- D. Number of knowledge articles in each data category.

Answer: A,C

Explanation:

These two metrics are useful for identifying knowledge article effectiveness, as they indicate the gaps and weaknesses in the knowledge base. Knowledge search query with no results shows how often customers and agents search for something that is not covered by any article, which suggests a need for creating new content.

Knowledge articles with the lowest rating shows how satisfied customers and agents are with the quality and relevance of the existing articles, which suggests a need for improving or updating the content. Verified References: Report on Salesforce Knowledge Articles and Knowledge Base Dashboards & Reports

NEW QUESTION # 87

Universal Containers is exploring ways to provide its customers with more self-service options in its new Customer Community to reduce the number of interactions with their contact center. Which two features should a Consultant consider implementing? Choose 2 answers

- A. Add the Question action to Chatter in the community publisher.
- B. Use a community template to set up their customer community.
- C. Enable web -to -case on their public website.
- D. Enable Live Agent in their community to chat with an agent.

Answer: A,B

NEW QUESTION # 88

Universal containers has implemented salesforce service cloud with the goal of reducing the number of escalated case for contact center. What metric should a contact center manager use to analyze this?

- A. Percent of cases closed with chatter posts
- B. Percent of cases closed meeting the defined SLA
- C. Percent of cases closed on first contact
- D. Percent of cases closed with an attached article

Answer: B

NEW QUESTION # 89

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