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Salesforce Certified Service Cloud Consultant Sample Questions (Q284-Q289):

NEW QUESTION # 284

Cloud Kicks provides phone support to customers using the Service Cloud Voice Dialer. Once a call completes, support agents often need to send a follow-up email or finalize case notes. CK wants to get insight about agent efficiency.

Which metric should a consultant recommend to track the efficiency of individual agents?

- A. Total Emails Sent
- B. Call Abandonment
- C. After Conversation Work Time

Answer: C

Explanation:

To track the efficiency of individual agents using the Service Cloud Voice Dialer, focusing on the "After Conversation Work Time" metric is recommended. This metric measures the time spent by agents on follow-up tasks after a call has ended, providing insights into how efficiently agents manage their post-call responsibilities and contributing to an overall understanding of agent productivity.

NEW QUESTION # 285

Universal Containers requires that users have the ability to view specific cases, as determined by the Product Type field on the case. When a case is created or closed, an email should be sent only to users who have access to the case. Which feature should a consultant recommend to meet these requirements?

- A. Account teams
- **B. Case teams**
- C. Case swarms

Answer: B

Explanation:

Case teams in Salesforce allow for collaborative case management by enabling a group of users to work on cases together. By using case teams, Universal Containers can specify which users have access to cases based on the Product Type field. Additionally, workflow rules or process builders can be configured to send emails to case team members when a case is created or closed, ensuring that only those with access to the case are notified, thus meeting the requirements.

NEW QUESTION # 286

The VP of service at Universal Containers wants to make it easier and faster for support agents to send Knowledge articles to the customer. What should a consultant configure to send the article to the customer?

- **A. Create a Macro to send an email with Knowledge articles.**
- B. Set up the Case Deflection component to share Knowledge articles.
- C. Create an auto-response rule that links to Knowledge articles.

Answer: A

Explanation:

To facilitate the quick and easy sending of Knowledge articles to customers by support agents, creating a Macro that automates the process of attaching articles to an email is recommended. This streamlines the sharing of helpful information, enhancing the support experience for customers while increasing efficiency for agents.

NEW QUESTION # 287

Universal Containers wants to let its customers interact in real time with support agents from their computers and mobile devices. Which feature should a consultant recommend to meet this requirement?

- A. Knowledge articles
- **B. Einstein Chat Bot**
- C. Web-to-Case

Answer: B

Explanation:

To enable real-time interaction between customers and support agents from computers and mobile devices, implementing an Einstein Chat Bot is recommended. Chatbots provide an immediate, interactive communication channel that can escalate complex issues to live agents, enhancing the customer support experience across devices.

NEW QUESTION # 288

At Universal Containers, support reps need to verify that customers are eligible to receive support when they create the case. Where can a support rep verify that a customer is allowed to receive support?

- A. Milestones
- B. Actions
- **C. Entitlements**

Answer: C

Explanation:

Entitlements define what kind of support a customer is eligible to receive-such as response times, number of cases, or service hours-based on their service contract or account. Support reps can view entitlements directly on the case to confirm eligibility before proceeding.

Option A (Milestones) are time-based SLA targets within entitlements but not eligibility tools.

Option B (Actions) are automation elements, not entitlement validation mechanisms.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Case Management Domain.

Salesforce Help: "Verify Support Eligibility Using Entitlements."

Salesforce Winter '23 Release Notes - Entitlement Management Enhancements.

NEW QUESTION # 289

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