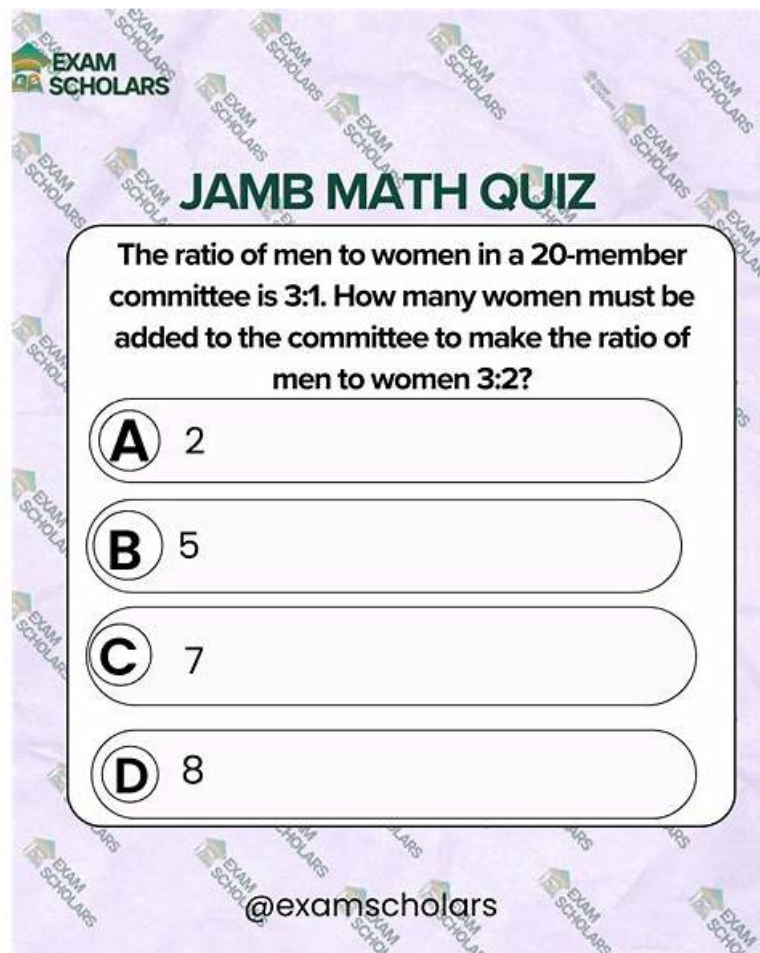


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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q155-Q160):

NEW QUESTION # 155

Metrics show that Universal Containers has a high call abandonment rate using Service Cloud Voice. Which strategy should a consultant recommend?

- **A. Set up self-service Knowledge.**
- B. Set up assignment rules and case queues.
- C. Set up escalation rules.

Answer: A

Explanation:

To address a high call abandonment rate, setting up self-service Knowledge in Service Cloud Voice is recommended. Providing customers with easy access to Knowledge articles enables them to find answers to their queries without the need for direct agent interaction, potentially reducing call volumes and call abandonment rates by offering alternative solutions.

NEW QUESTION # 156

Universal Containers has tested skills-based routing in a sandbox and is ready to deploy to production. Which two deploy solutions should a consultant to ensure skills-based routing is operational in Production?

- A. Data Import Wizard
- **B. Data Loader**
- C. Mass Transfer Records
- **D. Change Sets**

Answer: B,D

Explanation:

Change Sets and Data Loader are deploy solutions that should be used to ensure skills-based routing is operational in Production. Change Sets are collections of metadata components that can be deployed from one Salesforce org to another. Change Sets can be used to deploy the configuration settings for skills-based routing, such as the skills, skill assignments, routing configurations, presence configurations, or service channels. Data Loader is a tool that can be used to insert, update, delete, or export records in Salesforce. Data Loader can be used to deploy the data records for skills-based routing, such as the work items, agents, queues, or routing priorities. Verified References: Service Cloud Consultant Certification Guide & Tips, Change Sets Overview, Data Loader Overview

NEW QUESTION # 157

Cloud Kicks is migrating its knowledge base from Classic Knowledge into Lightning Knowledge. After the migration, an integration process that manages the articles' lifecycles by archiving deleting articles of a certain designation now fails.

What are two reasons the integration is failing?

Choose 2 answers

- **A. URL formats for articles differ between Classic and Lightning Knowledge.**
- B. Only Published articles are available in the API.
- C. The Article Type field is no longer accessible via SOQL or the API.
- **D. Users must have Modify All permission to delete archived articles.**
- E. After the migration, an integration process that manages the articles' lifecycle by archiving and

Answer: A,D

Explanation:

Explanation

These are two reasons why the integration is failing after migrating from Classic Knowledge to Lightning Knowledge. The URL formats for articles change when migrating from Classic Knowledge to Lightning Knowledge, so any integration that relies on URLs needs to be updated accordingly. Also, users need to have Modify All permission on the article type object to delete archived articles in Lightning Knowledge, whereas in Classic Knowledge they only needed Delete permission on the article type object.

Verified References: :

URL Formats for Articles Change When Migrating from Classic Knowledge to Lightning Knowledge : Delete Archived Articles in Lightning Knowledge

NEW QUESTION # 158

The Universal Containers' customer support organization has implemented Knowledge Centered Support (KCS) in its call center. However, the call center management thinks that agents are not contributing new knowledge articles as often as they should. Which two should the company do to address this situation? Choose 2 answers

- **A. Create a dashboard that includes articles submitted by agents and approved for publication.**
- B. Require agents to check a box on the case when submitting a new suggested article.
- **C. Measure and reward agents based on the number of new articles submitted for approval.**
- D. Measure and reward agents based on the number of new articles approved for publication.

Answer: A,C

NEW QUESTION # 159

A customer submitted a case that is routed to a service desk agent at Universal Containers. After the agent responds to the case, they realize the customer is ineligible for support.

Which solution should the consultant recommend to prevent this scenario from happening in the future?

- A. Add the related Account's Entitlement related list to the Case Lightning Record Page.
- B. Add the Case's Entitlement related list to the Case Lightning Record Page.
- **C. Add the related Contact's Entitlement related list to the Case Lightning Record Page.**

Answer: C

Explanation:

To prevent agents from responding to cases from customers who are ineligible for support, adding the related Contact's Entitlement related list to the Case Lightning Record Page is recommended. This allows agents to quickly verify the customer's entitlement to support before proceeding with case resolution, ensuring compliance with support policies.

NEW QUESTION # 160

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