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Salesforce Certified Service cloud consultant Sample Questions (Q137-Q142):

NEW QUESTION # 137

Universal Containers (UC) wants customers to be notified by email when their issue is resolved. The notification should contain a reference link in the form of their case number. The customer should be able to click the link and be redirected to the resolved case in UC's Community. Which three features must be configured to accomplish this? Choose 3 answers

- A. Assignment Rule
- B. Email Relay
- C. Email Alert
- D. Email Template
- E. Workfl

Answer: C,D,E

NEW QUESTION # 138

Universal Containers wants to implement Knowledge to assist agents with the resolution of cases. Which three recommendations should a consultant make to meet this requirement? Choose 3 answers

- A. Enable article submission during case close.
- B. Enable article customization for open cases.
- C. Enable suggested articles on new cases.
- D. Enable agents to create their own personal articles.
- E. Create an email template to send articles as PDF attachments.

Answer: A,C,E

Explanation:

Explanation

Enabling suggested articles on new cases, enabling article submission during case close, and creating an email template to send articles as PDF attachments are recommendations that a consultant should make to assist agents with the resolution of cases using Knowledge. Suggested articles are a feature that automatically recommends relevant articles to agents based on the case information. Agents can view the suggested articles in the case feed or the knowledge sidebar, and attach them to the case or email them to the customer. Article submission during case close is a feature that allows agents to create new articles or update existing articles from the case resolution page. Agents can use this feature to capture and share their knowledge after resolving a case. An email template is a type of template that can be used to create and send emails from Salesforce. An email template can include merge fields, images, links, and other formatting options. An email template can also include a knowledge article as an attachment or a link. Agents can use this feature to send an email with the article to the customer from the case record page or the Service Console. Verified References: Service Cloud Consultant Certification Guide & Tips, Suggested Articles Overview, Submit Articles During Case Close, Create Lightning Email Templates

NEW QUESTION # 139

The Vice President (VP) of Customer Support for Universal Containers has issued a mission statement that "We will empower our customers to interact with us in the way of their choosing." Universal Containers has recently deployed a new toll-free interactive voice response (IVR) system and knowledgebase. The VP has asked the management team to make additional system enhancements to fulfill this mission statement. Which three should the consultant recommend to achieve the mission statement? Choose 3 answers

- A. Optimize the customer community for mobile devices to have access to the same support as desktops.
- B. Replace the existing "Chat Now" button on the Customer Community with a toll- free phone number.
- C. Create a central "Contact Us" page which provides access to all available channels.
- D. Enable customers to be emailed FAQs by accessing the interactive voice response 24 hours per day.
- E. Enforce that customers must search the knowledgebase before they can see the Contact Us page.

Answer: A,C,E

NEW QUESTION # 140

What metrics should a contact center manager consider to measure adoption of Salesforce Knowledge? (Choose 2)

- A. Number of cases escalated by agent

- B. Number of solutions created by agent
- C. Number of articles created by agent
- D. Number of articles attached to a case

Answer: C,D

NEW QUESTION # 141

Which statement is true regarding the Salesforce CTI adapter? Choose 3 answers

- A. It is based on the Salesforce CTI Toolkit and consists of source code, libraries, and files
- B. It does NOT require a software install for each call center user on a Windows-based PC.
- C. Prebuilt CTI adapters for different telephony systems are available on the Force.com AppExchange
- D. It acts as an intermediary between telephony systems, the salesforce Call Center application, and Salesforce user interface
- E. It is a server-based software program that controls the appearance and behavior of a Salesforce SoftPhone

Answer: A,C,D

NEW QUESTION # 142

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