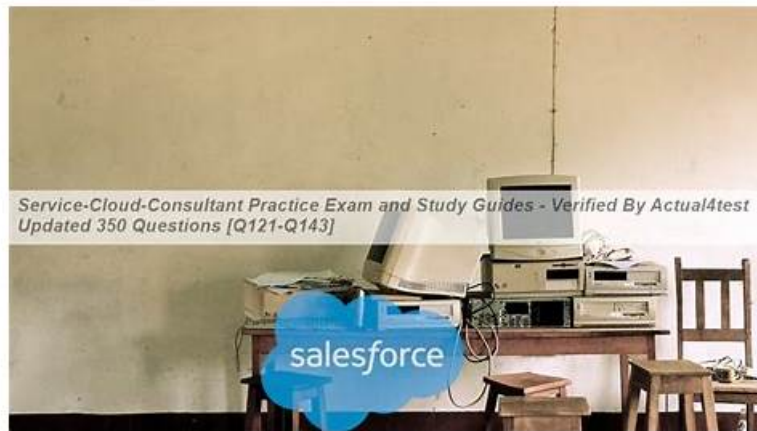


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Salesforce Certified Service cloud consultant Sample Questions (Q106-Q111):

NEW QUESTION # 106

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

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

Answer: A,D

NEW QUESTION # 107

Which approach should a consultant use to ensure that Lightning Knowledge searches only display articles for a service agent's product specialization?

- **A. Create a data category for each product. Assign data categories to service agents.**
- B. Create an article action for each record type. Assign record types to service agents.
- C. Create a permission set for each record type. Assign permissions to service agents.

Answer: A

Explanation:

Creating a data category for each product and assigning these categories to service agents based on their product specialization ensures that agents only see relevant articles during Lightning Knowledge searches.

This approach streamlines access to information and enhances support efficiency for specific product lines.

NEW QUESTION # 108

UCs is implementing Salesforce Knowledge at its contact center. The contact center has a dedicated support team for each product that it supports. Contact center agents should only be able to view articles for the product they support.

What solution should a consultant recommend to meet this requirement?

- A. Assign team-based roles to the associated product article types
- **B. Assign team-based profiles to the associated product data category value**
- C. Assign team-based profiles to the associated product article types
- D. Assign team-based roles to the associated product data category value

Answer: B

Explanation:

Assigning team-based profiles to the associated product data category value is a solution that can meet the requirement of allowing contact center agents to only view articles for the product they support. Data category values are subcategories that can be used to further refine and filter knowledge articles by topic or type. Data category visibility can be set for each user profile or permission set to control which data category values are accessible for each user. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.knowledge_categories_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.knowledge_categories_assign.htm&type=5

NEW QUESTION # 109

Support cent' agents at Cloud Kicks use a serv ce console. Over a few hours, an agent may work with up to 10 different customers. Often, agents need to return to a prior case and make a phone call to the customer. The telephone number to call is recorded in the case notes.

What are two recommended service console features that work together to improve the process ** Choose 2 answers

- A. Quick Action
- **B. Macros**
- **C. History Utility**
- D. Outbound Sales Dialer

Answer: B,C

Explanation:

Explanation

These are two service console features that work together to improve the process of making a phone call to the customer based on the case notes. Macros are tools that allow agents to automate common or repetitive tasks on a record, such as sending an email or updating a field. Macros can help agents save time and avoid errors when making a phone call to the customer. History Utility is a tool that allows agents to view their recently accessed records or tabs in the service console. History Utility can help agents quickly return to a prior case and find the phone number in the case notes. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.console2_macros_overview.htm&type=5 :

NEW QUESTION # 110

Cloud Kicks (CK) uses Service Cloud and Slack. For difficult cases, service agents want to create a swarm in Slack to pull in experts from multiple CK departments.

What should the consultant recommend to an agent who wants to launch a Slack Swarm?

- A. Escalation rules
- B. Apex trigger
- C. Quick Action

Answer: C

Explanation:

For agents wanting to launch a Slack Swarm for difficult cases, recommending the creation of a Quick Action in Service Cloud is suitable. This Quick Action can be configured to initiate a swarm in Slack, pulling in experts from multiple departments efficiently, enhancing collaboration and problem-solving for complex cases.

NEW QUESTION # 111

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