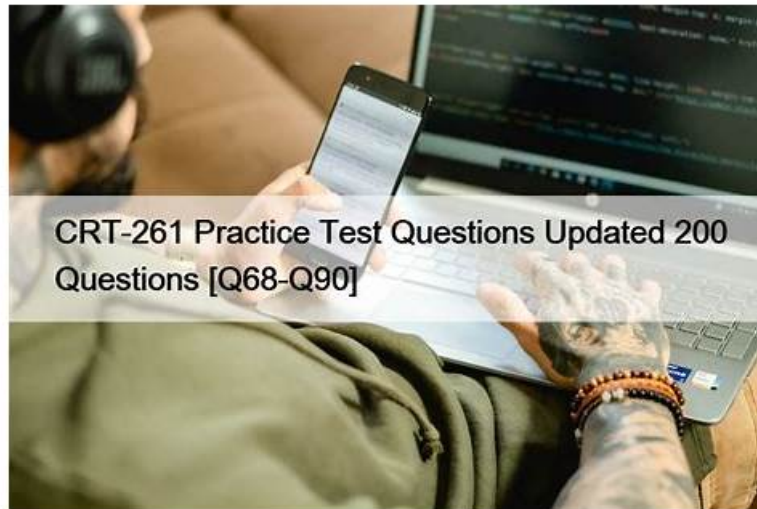


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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q176-Q181):

NEW QUESTION # 176

The Contact Center at Universal Containers wants to increase its profit margins by promoting call deflection within Service Cloud. Which two solutions should a Consultant recommend? Choose 2 answers

- A. Automatic Call Distribution
- B. Service Cloud Console
- C. Customer Community
- D. Knowledge Base

Answer: C,D

NEW QUESTION # 177

Support center agents at Cloud Kicks use a service 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. Macros
- B. History Utility
- C. Quick Action
- D. Outbound Sales Dialer

Answer: B,D

NEW QUESTION # 178

Universal Containers recently implemented Service Cloud. The Support Manager notices that cases are being distributed unevenly across the team.

What should the consultant recommend to address this problem

- A. Configure Case Assignment Rules to use Users.
- B. Configure Case Assignment Rules to use Queues.
- C. Configure Omni-Channel Routing Model as Least Active.
- D. Configure Omni-Channel Routing Model as Most Available.

Answer: D

NEW QUESTION # 179

A consultant needs to import 2,000 source articles for a Salesforce Knowledge implementation. The source articles are in HTML and contain several images. All of the articles are FAQs.

Before importing the articles into Knowledge, which step should a consultant perform? (Choose 3)

- A. Create the custom fields for the slide type
- B. Set up a zip file that contains the CSV, HTML, and image files.
- C. Set the publication status of the article type to draft status
- D. Set up the article actions and assign publishers to each action
- E. Create the data categories and set up the data category values.

Answer: B,D,E

NEW QUESTION # 180

Support center agents at Cloud Kicks use a service 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. Macros
- B. History Utility
- C. Quick Action
- D. Outbound Sales Dialer

Answer: A,B

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 : https://help.salesforce.com/s/articleView?id=sf.console2_history_overview.htm&type=5

NEW QUESTION # 181

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