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Salesforce Certified Service cloud consultant Sample Questions (Q47-Q52):

NEW QUESTION # 47

universal Containers (UC) hired agents in an expansion of the contact center. Getting agents up to speed and fully productive is a

pnority. UC implemented a standardized agent customer dialog to assist agents. Which two features should a consultant integrate of the Service Console? Choose 2 answers

- A. Lightning Process Builder
- B. **Lightning Flow for service**
- C. **Interaction Log**
- D. Path for Cases

Answer: B,C

NEW QUESTION # 48

What is a common deflection technique to reduce the number of interactions for a contact center? Choose 2 answers.

- A. **Recommend articles prior to a Live Agent session**
- B. Suggest articles for an email-to-case question
- C. **Suggest articles for a web-to-case question**
- D. Recommend articles during a call for a support agent

Answer: A,C

NEW QUESTION # 49

A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system

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Which two metrics can be used to assess the success of the new workforce management system? Choose 2 answers

- A. **Agent utilization**
- B. Quality monitoring score
- C. **Schedule adherence**
- D. Number of calls offered

Answer: A,C

NEW QUESTION # 50

The contact center manager at Universal Containers is concerned that the first call resolution rate for their team is too low and would like to see improvement in this metric. What should a consultant recommend to improve this metric?

- A. Workforce management
- B. Private branch exchange
- C. Interactive voice response
- D. **Skills -based routing**

Answer: D

NEW QUESTION # 51

Cloud Kicks uses Omni-Channel to route calls, chats, and cases to agents. The contact center manager wants to improve the team's ability to prioritize time-sensitive work while continuing to handle their long-running work.

Which feature should a consultant recommend?

- A. Omni-Channel Supervisor
- B. Skills-Based Routing
- C. Secondary Routing Priority
- D. **Interruptible Capacity**

Answer: D

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

The feature that enables agents to handle both time-sensitive and long-running work effectively is Interruptible Capacity. This allows Omni-Channel to route urgent work items to agents even if they are already handling less critical tasks.

From the official Salesforce documentation:

"When agents handle both time-sensitive and long-running work, Omni-Channel can route time-critical work items so that customers receive faster response times. Define less pressing work items as interruptible so that Omni-Channel can route more urgent work to agents right away."

-Omni-Channel for Administrators

By configuring work items as interruptible, agents can be assigned high-priority tasks without delay, ensuring that urgent customer needs are addressed promptly while still managing ongoing work.

NEW QUESTION # 52

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