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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q192-Q197):

NEW QUESTION # 192
Universal container support manager wants to share product specific information with their customers using communities. Choose 3 Answers

- A. Enable article deliveries
- B. Assign article types to the communities
- C. Configure content library permissions
- D. Publish articles to external channels
- E. Enable public solutions.

Answer: B,D,E

NEW QUESTION # 193

universal containers wants to schedule technicians for repair services when an agent is unable to solve customer problem via call center

- A. Contact Requests
- B. Mobile connect
- C. Omni channel
- D. field service

Answer: D

Explanation:
Explanation
Field Service is the functionality that a consultant should recommend to schedule technicians for repair services when an agent is unable to solve a customer problem via call center. Field Service is a product that allows you to manage your mobile workforce and deliver onsite service to your customers. Field Service can be used to create work orders, schedule appointments, dispatch technicians, track service delivery, and optimize routes. Field Service can also be integrated with other Service Cloud features, such as cases, entitlements, knowledge, or chat. Verified References: [Service Cloud Consultant Certification Guide & Tips], Field Service Overview

NEW QUESTION # 194

Universal Containers wants to implement best practices for its customer support teams and has decided to follow a Knowledge - Centered Support (KCS) methodology.
Which two benefits can be expected from KCS adoption?
Choose 2 answers

- A. Reduced first contact resolution
- B. A knowledge article life cycle that evolves based on usage and demand
- C. A knowledge article life cycle that is implemented correctly the first time and does not need to change
- D. Reduced issue resolution time

Answer: B,D

Explanation:
Explanation
These are two benefits that can be expected from Knowledge-Centered Support (KCS) adoption. KCS is a methodology that focuses on creating and maintaining knowledge as a by-product of solving issues. KCS advocates for a knowledge article life cycle that evolves based on usage and demand, meaning that articles are updated and improved based on feedback, analytics, and relevance. KCS also aims to reduce issue resolution time by enabling agents to find and reuse existing knowledge articles, as well as creating new articles for future use. Verified References: :
https://help.salesforce.com/s/articleView?id=sf.knowledge_kcs_overview.htm&type=5 :
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NEW QUESTION # 195

UC has two customer service contact centers and each focuses on a specific product line. Each contact center has a varying call volume, contributing to a high operational cost for the company. UC wants to optimize the cost without compromising customer satisfaction. What can a consultant recommend to accomplish these objectives? Choose 2 answers.

- A. Cross-train agents on both product lines
- B. Prioritize customer calls based on their SLA
- C. Enable agents to transfer calls to other agents
- D. Implement a customer self-service portal

Answer: A,D

NEW QUESTION # 196

Universal Containers wants to implement a customer service community.

The goal of the community is to enable community members to access, create, and manage cases online.

How should the consultant implement these requirements?

- A. Update the case assignment rule to add the community member to the predefined case team.
- B. Change the org-wide default for cases and contacts internal access to private.
- C. Create a sharing rule to share the contact record with the community member.
- D. Set up a sharing set to grant access based on the community member's contact record.

Answer: D

Explanation:

Setting up a sharing set to grant access based on the community member's contact record is a solution that can implement the requirement of enabling community members to access, create, and manage cases online. A sharing set is a feature that allows administrators to grant access to records for community users based on their user profile and a common field on the user and parent records, such as the contact or account fields. A sharing set can help ensure that community members can only see and edit their own cases or cases related to their contact or account. Verified References: : https://help.salesforce.com/s/articleView?id=sf. networks_sharing_set.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf. networks_sharing_set_create.htm&type=5

NEW QUESTION # 197

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