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Answers: Salesforce Certified Service cloud consultant



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Salesforce is a cloud-based customer relationship management (CRM) software that is widely used by businesses across the world. It provides a comprehensive suite of tools for managing customer interactions, sales, marketing, and service. Salesforce offers several certifications to help professionals validate their expertise in using the platform. One of the most sought-after certifications is the Salesforce Service-Cloud-Consultant Certification Exam.

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Salesforce Certified Service cloud consultant Sample Questions (Q42-Q47):

NEW QUESTION # 42

A report shows average time spent by agents to resolve cases. Nine of twelve agents spend approximately the same time to resolve cases. However, Agent A has a much shorter average time to resolve cases and Agents B and C have a much longer average time to resolve cases. How can the supervisor use this data to drive greater consistency in average time spent by agents across the team? Choose 3 answers:

- A. Lower the target for entire team to that of Agent A

- B. Build a dashboard to display individual performance by agent versus the team goal
- C. Document and share the practices of Agent A with the team via knowledge articles
- D. Review case history and activities for Agents B and C
- E. Update case assignment rules to route more cases to Agent A

Answer: B,C,D

NEW QUESTION # 43

Cloud Kicks provides support to customers through voice, web, and chat channels. Cases are routed to service agents based on availability and skills. When agents encounter issues, they can raise a flag. Supervisors need to respond to flags and provide responses that only the agent can view.

What is the recommended solution to meet the requirements?

- A. Case Escalation Rules
- B. **Omni-Channel Supervisor**
- C. Einstein Case Routing
- D. Screen Flow

Answer: B

Explanation:

Explanation

Omni-Channel Supervisor is a solution that can enable supervisors to respond to flags and provide responses that only the agent can view. Omni-Channel Supervisor is a tool that allows supervisors to monitor and manage the work and performance of agents in real time. Omni-Channel Supervisor can help supervisors respond to flags raised by agents who encounter issues and provide private coaching messages that only the agent can see. Verified References: :

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

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

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

NEW QUESTION # 44

vp of service at universal containers wants to make it easier and faster for support reps to send knowledge articles to customers. What should a consultant configure to satisfy this request ?

- A. create a lightning email template to send article to customer
- B. create a workflow email alert to send the article to the customer
- C. create an auto response rule to send the article to the customer
- D. **Create a macro to send an email with the article to customer**

Answer: D

Explanation:

Explanation

Creating a macro to send an email with the article to customer is a solution that can satisfy the request of making it easier and faster for support reps to send knowledge articles to customers. A macro is a set of instructions that can automate common or repetitive tasks on a record, such as sending an email and updating a field. A macro can help reps save time and avoid errors when sending articles to customers. 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_macros_create.htm&type=5

NEW QUESTION # 45

Universal Containers has implemented KCS. Specific article types and categories require approval, both the Publish Articles action button and the Submit for Approval button are available on page layouts. Agents are forgetting to submit certain articles types for approval.

What should a consultant recommend to automate the approval process?

- A. Validation rule
- B. Workflow

- C. Assignment rule
- D. A Process Builder

Answer: D

Explanation:

A Process Builder is the recommended tool to automate the approval process for certain article types and categories that require approval in KCS. A Process Builder is a tool that allows you to create automated workflows based on criteria and actions. A Process Builder can be used to create a process that submits an article for approval when certain conditions are met, such as the article type or category. A Process Builder can also be used to define approval actions, such as sending email alerts, updating fields, or posting to Chatter.

Verified References: Service Cloud Consultant Certification Guide & Tips, Automate Article Approvals with Process Builder

NEW QUESTION # 46

Universal Containers (UC) added a channel to the Service Cloud deployment. UC wants the functionality to include the ability to log the case thread and store attachments to the case record.

Which channel should a consultant recommend to meet these requirements?

- A. Email-to-case
- B. Web-to-case
- C. Social Customer Service
- D. Chat

Answer: A

Explanation:

Email-to-case is a channel that meets the requirements of logging the case thread and storing attachments to the case record. Email-to-case is a feature that allows you to automatically create cases from incoming emails sent to your company's support addresses. Email-to-case preserves email formatting and supports HTML emails with embedded images. Email-to-case also captures email attachments and adds them to the case record. Email-to-case tracks the entire email conversation between the customer and the agent, and logs it as a case thread on the case feed or case comments. Verified References: Service Cloud Consultant Certification Guide & Tips, Email-to-Case Overview

NEW QUESTION # 47

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