

# New Service-Con-201 Braindumps Pdf & Salesforce Service-Con-201 Valid Exam Voucher: Salesforce Certified Service Cloud Consultant Pass Certainly



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### Salesforce Certified Service Cloud Consultant Sample Questions (Q80-Q85):

#### NEW QUESTION # 80

Universal Containers is initiating a program to improve customer satisfaction. As part of the program, customers must be surveyed after the case is closed to ensure the customer is satisfied and the issue has been resolved.

Which solution should a consultant recommend to meet this requirement?

- A. Use Escalation Rules to assign the case to a case queue.
- B. Use Flow Builder to send an email to the customer.
- C. Use auto-response rules to send an email to the customer.

**Answer: B**

Explanation:

To survey customers for satisfaction after case closure, utilizing Flow Builder to automate the sending of survey emails is recommended. This solution allows for the creation of a customized workflow that triggers an email survey to the customer once a case is marked as closed, ensuring timely feedback collection and aiding in the continuous improvement of customer satisfaction.

#### NEW QUESTION # 81

Which feature should a consultant recommend to assign a case to a Tier 2 service queue so the Tier 2 service agent knows how far the Tier 1 service agent had progressed in troubleshooting the case?

- A. Path for Cases
- B. Slack message
- C. Escalation Rules
- D. Case Comments

**Answer: A**

Explanation:

To provide Tier 2 agents with visibility into the progress made by Tier 1 agents, Path for Cases is the recommended feature. This visual tool guides agents through the stages of case resolution, displaying key fields and statuses.

From the Salesforce documentation:

"Path visually guides agents through the different stages of a case, providing them with the necessary context and guidance at each step. This feature helps in streamlining the handover process and ensures that Tier 2 representatives are immediately aware of the actions taken by Tier 1, enhancing efficiency and case resolution times."

-Salesforce Service Cloud Consultant Guide

Implementing Path for Cases ensures a seamless transition between support tiers, maintaining continuity in customer service and reducing the time needed for Tier 2 agents to get up to speed.

#### NEW QUESTION # 82

The support manager at Universal Containers wants to improve visibility to cases across the organization and has decided that product managers should be more involved in the case management process. The support manager has created predefined case teams for each product and trained support agents to add the appropriate case team to each case.

Which solution allows product managers to quickly see and review the cases that are created for their products?

- A. Configure a Case list view filtered by My Cases.
- B. Configure a Case list view filtered by My Case Teams.

- C. Configure a Case related list on the Product page layout.

**Answer: B**

Explanation:

Configuring a Case list view filtered by "My Case Teams" allows product managers to quickly see and review cases associated with their product teams. This solution leverages the predefined case teams for each product, making it easy for product managers to filter and access relevant cases, improving visibility and involvement in the case management process.

#### NEW QUESTION # 83

The support team at Cloud Kicks would like to implement a messaging tool to address common customer feedback and concerns. The support team also wants to extend their support capabilities. What should the consultant recommend to meet the requirement?

- A. Slack Connect
- **B. Einstein Bots**
- C. Service GPT

**Answer: B**

Explanation:

Einstein Bots should be recommended to address common customer feedback and concerns while extending support capabilities. Einstein Bots are part of Salesforce's Service Cloud and can be programmed to handle routine customer inquiries, freeing up agents to focus on more complex issues. These bots can be integrated into various messaging platforms, providing a scalable and efficient way to improve customer service and satisfaction.

#### NEW QUESTION # 84

Service agents have reported that the Lightning Service Console is too crowded which makes it difficult to find the information they need. After reviewing the agents' console use, a consultant has determined that all configured features are required. Given this scenario, which solution should a consultant suggest to improve the efficiency for console users?

- **A. Create multiple console layouts.**
- B. Train on keyboard shortcuts.
- C. Prepare macros.

**Answer: A**

Explanation:

Given that all features in the Lightning Service Console are required but users find it too crowded, creating multiple console layouts tailored to different user roles or tasks is recommended. This allows for the customization of the console's interface to display only the most relevant information and tools for each specific use case, improving efficiency and usability for console users.

#### NEW QUESTION # 85

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