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Salesforce Certified Service cloud consultant Sample Questions (Q96-Q101):

NEW QUESTION # 96

Which feature of Salesforce Knowledge can be leveraged to create a customer-facing product information website? Choose 2 answers.

- A. Display articles with HTML, images, and links.
- B. Display articles in Salesforce Answers.
- C. Publish articles to the Web using Salesforce Publisher.
- D. Display articles in a public knowledge base.

Answer: A,D

NEW QUESTION # 97

Cloud Kicks pride support to customers across the world and uses the Lightning experience. Service agents have a set of common responses. Managers would like to consolidate the responses as Quick Text, translate them to multiple languages and share them to the correct groups of service agents.

What should a consultant recommend to meet the requirements?

- A. Share each Quick Text individually to Public Groups.
- B. Share the Folder with Quick text for each language.
- C. Use translation Workbench to localize each Quick Text.
- D. Set the Organization-Wide default to Public Ready Only.

Answer: C

NEW QUESTION # 98

Universal Containers (UC) wants to implement Service Cloud using Agile methodology. How should the consultant recommend delivering a successful implementation?

- A. Deliver the entire project simultaneously so as to present UC with a completed solution.
- B. Schedule a meeting with the UC executives at the start of the project to generate all the requirements.
- C. Generate continuous feedback from the project team, and adjust the requirements and deliverables accordingly.
- D. set a cutoff date of 1.5 months before user acceptance testing for any change requests.

Answer: C

NEW QUESTION # 99

Cloud Kicks has recently implemented two-way mobile messaging to increase the efficiency of the support team. The company uses key performance indicators (KPIs) to measure the success of the implementation.

Which metric should a consultant use to measure the effectiveness of two-way mobile messaging?

- A. Total Open Cases
- B. Average Handle Time
- C. Reduced Call Volume

Answer: B

Explanation:

To measure the effectiveness of two-way mobile messaging, the Average Handle Time (AHT) metric is suitable. AHT assesses the efficiency of conversations and problem resolution through messaging, providing insights into how this channel impacts support team performance and customer satisfaction, helping to evaluate the success of the implementation.

NEW QUESTION # 100

Universal Containers uses Live Agent to interact with customers. Service Reps complain that it takes too much time to end the chat and close the case.

Which two features should a Consultant recommend to address this concern? Choose 2 answers

- A. Macros
- B. Quick Text
- C. Visual Workflow
- D. Lightning Guided Engagement

