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Salesforce Certified Service cloud consultant Sample Questions (Q11-Q16):

NEW QUESTION # 11

Which configuration item must be created when implementing Lightning Knowledge?

- A. File Types
- B. Attachment Types
- C. Article Types
- **D. Record Types**

Answer: D

NEW QUESTION # 12

A consultant has been hired to integrate a client's phone system with the Service Console. What is the consultant required to do during this integration?

- **A. Configure the CTI Adapter.**
- B. Enable the Lightning Console.
- C. Add the utility bar to the app.

Answer: A

Explanation:

During the integration of a client's phone system with the Service Console, configuring the Computer Telephony Integration (CTI) Adapter is a critical step. This involves setting up the interface between the phone system and Salesforce, enabling features like click-to-dial, call logging, and screen pops within the Service Console for improved agent efficiency.

NEW QUESTION # 13

Cloud Kicks is preparing to support customers through SMS text messaging and WhatsApp. Support agents will need to easily switch between multiple customer conversations. Which two features will help meet the requirements?

Choose 2 answers

- **A. Service Console**
- B. Chat
- C. Social Customer Service
- **D. Messaging**

Answer: A,D

Explanation:

Service Console and Messaging are two features that will help meet the requirements for supporting customers through SMS text messaging and WhatsApp. Service Console is a customized interface that allows agents to manage multiple customer interactions in one place, switch between different channels, and access relevant information and tools. Messaging is a feature that enables agents to communicate with customers through SMS text messaging and WhatsApp from within Service Cloud, using predefined templates, quick replies, emojis, and attachments. Verified References: : Service Console Overview : : Messaging Overview

NEW QUESTION # 14

Cloud Kicks has a Service Cloud implementation with several channels. Executives want quick access to agent, team, and call center key performance indicators (KPIs). Service managers need to see data about their teams as well.

How should the consultant display the data quickly?

- **A. Use Einstein Analytics for Service Cloud,**
- B. Migrate the data to a data lake and request a dashboard.
- C. Create reports from Cases and display on a dashboard.

Answer: A

Explanation:

For providing executives and service managers with quick access to agent, team, and call center KPIs, utilizing Einstein Analytics for Service Cloud is recommended. This solution offers advanced analytics and visualization capabilities, enabling the creation of dashboards that provide real-time insights tailored to different organizational levels, based on their data access.

NEW QUESTION # 15

Cloud Kicks uses Service Cloud and Slack. For difficult cases service agents want to create a swarm in Slack to pull in experts from multiple How should the consultant recommend an agent launch a swarm?

- A. Quick Action
- B. Scheduled flow
- C. Dynamic Form
- D. Apex Trigger

Answer: A

Explanation:

Explanation

A quick action is the recommended way to launch a swarm in Slack from Service Cloud, because it allows agents to create a Slack channel, invite experts, and share case details with one click. A quick action can be added to the case page layout or the case feed2
Verified References: 2: Create a Swarm in Slack

NEW QUESTION # 16

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