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## **Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q167-Q172):**

### **NEW QUESTION # 167**

Universal Containers wants to reduce the clicks a customer support agent uses when working on a case. This includes the time it takes to create, resolve, and close the case.

Which Salesforce productivity feature should a consultant use to accomplish this requirement?

- A. Quick action
- B. Flow
- C. Macros

**Answer: C**

Explanation:

Macros in Salesforce allow users to automate repetitive tasks with a single click, such as creating, updating, and closing cases. Implementing macros can significantly reduce the number of clicks and time customer support agents spend on routine case management tasks, enhancing productivity and allowing them to focus more on resolving customer issues.

### **NEW QUESTION # 168**

A manager has noticed an increase in average case age. This is negatively impacting customer satisfaction. The manager wants to compare the amount of time that cases have spent within each status during their lifecycle.

Which report type should the consultant recommend when creating a report?

- A. Use the Cases with Milestones report type.
- B. Use the Case Lifecycle report type.
- C. Use the Case Historical Trending report type.

**Answer: B**

Explanation:

For analyzing the time spent within each case status during the case lifecycle, the Case Lifecycle report type is recommended. This report provides a detailed view of the duration cases spend in each status, helping to identify bottlenecks and areas for process improvement to reduce average case age and enhance customer satisfaction.

### **NEW QUESTION # 169**

Which feature should a consultant recommend to allow a tier 2 service representative to take over case processing from tier 1 and know how far tier 1 had progressed in troubleshooting?

- A. Lightning Row Component
- B. Service Console Macros
- C. Lightning Guided Engagement
- D. Path for Cases

**Answer: D**

Explanation:

Path for Cases is a feature that can allow a tier 2 service representative to take over case processing from tier 1 and know how far tier 1 had progressed in troubleshooting. Path for Cases is a feature that allows administrators to define the key stages and steps for resolving cases in Salesforce. Path for Cases can help agents track the progress of each case and see the guidance and tips for each stage. Verified References:

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## NEW QUESTION # 170

To manage the publishing lifecycle for articles in Salesforce Knowledge, the contact center director wants to provide article with various publishing capabilities. What configuration should be recommended to meet this objective?

- A. Assign article managers to publication teams and specific publication states to each team
- B. Assign article managers to publication teams and specific article actions to each team
- C. Assign article managers to public groups and specific publication states to each group.
- D. **Assign article managers to public groups and specific article actions to each group.**

**Answer: D**

## NEW QUESTION # 171

Ursa Major Solar's support department would like to implement an entitlement process to ensure customers receive the appropriate support based on their service level agreements (SLAs) Which two features need to be configured as part of the implementation? Choose 2 answers

- A. **Milestones**
- B. Assignment Rule
- C. **Escalation Rule**
- D. Workflow Actions

**Answer: A,C**

Explanation:

Explanation

Milestones and Escalation Rules are two features that need to be configured as part of the entitlement process implementation.

Milestones are time-dependent steps that represent required service levels, such as first response time or resolution time. Escalation Rules are actions that occur when a milestone is violated, such as sending an email alert or reassigning the case. Verified References: : Milestones : : Escalation Rules

## NEW QUESTION # 172

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