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Salesforce Certified Service cloud consultant Sample Questions (Q41-Q46):

NEW QUESTION # 41

Universal Containers has technical support and general customer service teams that use unique Service Console applications. Which configuration should a consultant use when deploying the console?

- A. Assign the Service User license to their User record.
- B. Assign a permission set granting the Service User license.
- **C. Assign the app to the User profile.**

Answer: C

Explanation:

Assigning the Service Console application to the User profile ensures that users within specific profiles have access to the appropriate console based on their role and responsibilities. This configuration allows for a customized experience, ensuring that technical support and general customer service teams have access to the tools and information relevant to their unique workflows.

NEW QUESTION # 42

Auto Response rules work on which objects?

- A. Accounts and Cases
- B. Accounts and Opportunity
- C. Leads and accounts
- **D. Leads and Cases**

Answer: D

NEW QUESTION # 43

Universal Containers wants to reduce incoming support phone call volume. What action can be taken to meet this requirement? Choose 2 answers.

- A. Implement Salesforce Console for Service to support agents.
- **B. Implement Salesforce Knowledge on a portal.**
- C. Enable service contracts and entitlements.
- **D. Leverage Live Agent for web-based chat.**

Answer: B,D

NEW QUESTION # 44

UC has discovered that the average time an agent takes to resolve a case has increased. What should a consultant recommend to help reverse this trend? Choose 2 answers.

- A. Track social sentiment across social media outlets
- B. Configure entitlements and milestones to enforce SLAs
- **C. Hire more agents for the contact centers**
- **D. Improve the training provided to existing agents**

Answer: C,D

NEW QUESTION # 45

The manager of a large credit card contact center needs to understand how many customers call daily to check their balance without speaking with an agent. Which system would be used to generate the report?

- A. Time and Attendance
- B. Private Branch Exchange
- C. Automatic Call Distributor
- **D. Interactive Voice Response**

Answer: D

