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Salesforce Certified Service cloud consultant Sample Questions (Q97-Q102):

NEW QUESTION # 97

Universal Containers wants to reduce the amount of Sim support agents spend creating cases. Case creation must scale up to 5000 new cases per day, as well as allowing file attachments under 25 MB by the customer.

Which two features should the consultant suggest?

Choose 2 answers

- A. On-Demand Email-to-Case
- B. Standard Email-to-Case
- C. Web-to-Case forms
- D. Apex Email Service

Answer: A,B

NEW QUESTION # 98

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 # 99

Cloud Kicks (CK) provides product support based on Service Contracts. A customer's Service Contract includes the same level of Entitlements for response time and business hours on both Case and Work Orders.

CK would like an efficient method to manage the setup.

What is the recommended configuration to meet the requirements?

- A. Set up separate Entitlement Process for Case and Work Order
- B. Work Orders created from a Case automatically inherit the Entitlement Process
- C. Create or Apex Trigger to assign the Entitlement Process to Work Order.
- D. Assign the Work Order to the same Case as the Entitlement Process.

Answer: B

Explanation:

This is the recommended configuration to meet the requirements, because it simplifies the setup and ensures consistency between Case and Work Order entitlements. When a Work Order is created from a Case that has an Entitlement Process, the Work Order automatically inherits the same Entitlement Process as the Case. This means that CK does not need to create separate Entitlement

Processes for Case and Work Order, or use triggers or workflows to assign them. Verified References: : Work Orders and Entitlement Processes

NEW QUESTION # 100

Universal containers want to identify potential delays in the customer support process. Which metric should the contact center management analyze? (Choose 1)

- A. Case volume by channel.
- B. **Average case stage duration.**
- C. Cases created by type.
- D. Open cases by reason.

Answer: B

NEW QUESTION # 101

A consultant needs to import 2,000 source articles for a Salesforce Knowledge implementation. The source articles are in HTML and contain several images. All of the articles are FAQs.

Before importing the articles into Knowledge, which step should a consultant perform? (Choose 3)

- A. **Create the data categories and set up the data category values.**
- B. Set up a zip file that contains the CSV, HTML, and image files.
- C. Create the custom fields for the slide type
- D. **Set up the article actions and assign publishers to each action**
- E. Set the publication status of the article tame to draft status

Answer: A,B,D

NEW QUESTION # 102

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