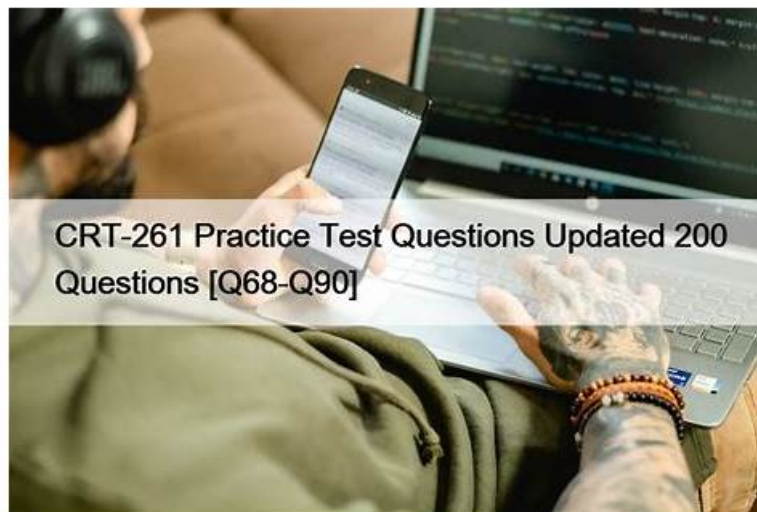


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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q62-Q67):

NEW QUESTION # 62

Universal Containers wants to help customers resolve issues by browsing Knowledge articles and submit a case if they need more information.

What should the consultant recommend to meet the requirements?

- A. Enable Chat in an Experience Cloud site.
- B. Allow Comments on Knowledge articles.
- C. Create a self-service Help Center.
- D. Implement Case Assignment Rules.

Answer: C

Explanation:

Explanation

Creating a self-service Help Center is a good way to help customers resolve issues by browsing Knowledge articles and submit a case if they need more information. A self-service Help Center is an Experience Cloud site that provides customers with access to Knowledge articles, case management, and other features.

Customers can search for articles that answer their questions, rate and comment on articles, and create cases if they need further assistance. Verified References: Create a Self-Service Help Center

NEW QUESTION # 63

Cloud Kicks (CK) has multiple product lines. CK is preparing to launch a public knowledge base for customers that will have 2,500 articles. The company wants an easy way for users to find relevant articles based on its product.

What is the recommended method to meet the requirement?

- A. Screen Flow
- B. Topics for objects
- C. Data Category groups

Answer: C

Explanation:

Using Data Category groups allows Cloud Kicks to organize their large volume of articles by product, making it easier for users to find relevant information. This method enhances the searchability and user experience of the public knowledge base by categorizing articles in a way that aligns with the company's product lines.

NEW QUESTION # 64

Cloud Kicks (CK) provides varying levels of support based on the customer's Service Contract. For customer with a Gold Service Contract, agents must provide a response to each customer contact within the 24 hours. CK plans to use Milestones.

What is the recommended Milestone Recurrence Type to meet the requirements?

- A. No Resource
- B. Sequential
- C. Auto-Add
- D. Independent

Answer: D

Explanation:

Explanation

Independent is the recommended Milestone Recurrence Type to meet the requirements, because it allows CK to create a milestone that recurs every time a customer contacts them, regardless of whether the previous milestone was completed or not. Independent recurrence type ensures that each customer contact has a 24-hour response time milestone, and that any violation of the milestone is tracked separately. Verified References: :

Milestone Recurrence Types

NEW QUESTION # 65

Universal Containers, a new Salesforce customer, needs its millions of consumers to have public access to Knowledge on its corporate website. The consumers also need the ability to login to create, update, and read historical cases.

Which product and license type would meet all of these requirements?

- A. Visualforce and Self-Service Portal
- B. Force.com Sites with Knowledge and Email-to-Case
- C. Force.com Sites with Knowledge and Web-to-Case
- D. Force.com Sites and High-Volume Customer Portal

Answer: D

NEW QUESTION # 66

Universal Containers (UC) has hired a consulting firm to implement its new Service Cloud platform and requires quick iterations and a speedy project completion. UC has requested frequently project updates for check-ins and refinement. Which methodology should the Consultant recommend given the requirements?

- A. Force.com IDE
- B. Kanban
- **C. Agile**
- D. Waterfall

Answer: C

NEW QUESTION # 67

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