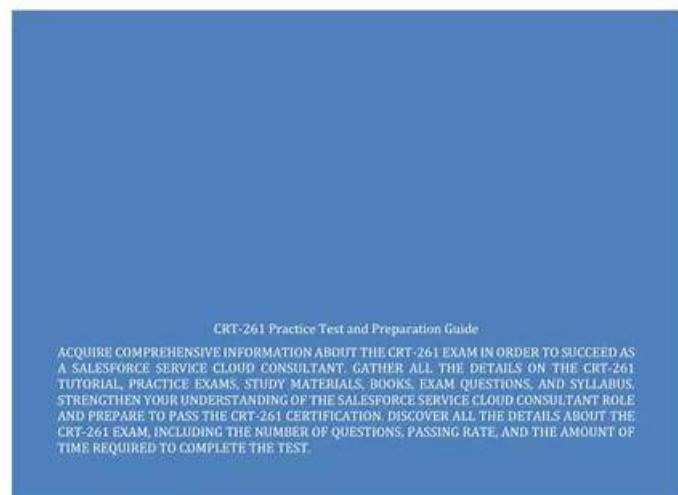


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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q111-Q116):

NEW QUESTION # 111

The contact center at Universal Containers offers support through phone, email, public website, and a Community. The contact center manager wants to demonstrate the success of recent self-service initiatives to executive management. Which two reports should the contact center manager present to executive management? Choose 2 answers

- A. Number of Knowledge articles created each month.
- B. Number of cases created using Communities by month.
- C. Number of cases closed by self-service users.
- D. Average call handle time by team.

Answer: B,C

NEW QUESTION # 112

Universal Containers wants to allow customers to ability to submit cases and also to see a dashboard of case resolution history. Which type of Community license should be used to meet these requirements?

- A. Customer Community
- B. Customer Community Plus
- C. High Volume Customer Portal
- D. Lightning External Apps Starter

Answer: B

Explanation:

Customer Community Plus is a type of Community license that should be used to meet the requirements of allowing customers to submit cases and see a dashboard of case resolution history. Customer Community Plus licenses are used for external users who access Experience Cloud sites and need to access standard CRM functionality, such as creating and managing cases, viewing reports and dashboards, or collaborating with other users. Customer Community Plus licenses are based on the number of named users and are suitable for frequent or high-value customers who need full access to Service Cloud features. Verified References: Service Cloud Consultant Certification Guide & Tips, Experience Cloud User Licenses

NEW QUESTION # 113

How can a Contact Center Manager see which Service Representatives have not accepted new Cases recently using the Lightning Service Console?

- A. Cases report sorted by Rep and Case Owner
- B. Omni-Channel Supervisor tab
- C. Cases report sorted by Rep and Case CreatedDate
- D. Omni-Channel Utility Component

Answer: B

Explanation:

Explanation

The Omni-Channel Supervisor tab is a feature that allows managers to see which service representatives have not accepted new cases recently using the Lightning Service Console. It provides real-time data on the status, capacity, workload, and performance of agents and queues. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.omnichannel_supervisor_tab.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.omnichannel_supervisor_monitor_agents.htm&type=5

NEW QUESTION # 114

Cloud Kicks (CK) supports customers through chat. Service agents have reported multiple instances where customers have used abusive language. CK wants a way to prevent abusive customers from starting future chat sessions. What is the recommended feature to meet the requirement?

- A. Enable Assistance Flag Configuration setting.
- B. Create sensitive data rules.
- C. Create an IP blocking rule.

Answer: C

Explanation:

To prevent customers who use abusive language from starting future chat sessions, creating an IP blocking rule is the recommended feature. This allows administrators to block specific IP addresses from accessing the chat service, effectively preventing abusive customers from initiating new sessions and maintaining a positive and safe environment for both customers and service agents.

NEW QUESTION # 115

Universal Containers wants to allow customers to send messages to agents in Service Console via their preferred mobile app. Which feature should a consultant recommend?

- A. OmniStudio
- B. Messaging
- C. Einstein Bots

Answer: B

Explanation:

To enable customers to send messages via their preferred mobile app to agents in the Service Console, the "Messaging" feature in Salesforce is recommended. This feature integrates various messaging platforms with the Service Cloud, allowing agents to communicate with customers through their preferred channels, enhancing customer experience and engagement.

NEW QUESTION # 116

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