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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q53-Q58):

NEW QUESTION # 53
Which feature should a Consultant recommend to allow a Tier 2 Service Representative to take over case processing from Tier1 and know how far Tier1 had progressed in troubleshooting?

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

Answer: A

Explanation:

Path for Cases is a feature that allows service reps to see where they are in the process of resolving a case and what steps they need to take next. Path for Cases displays key fields and guidance for each stage of the case lifecycle, such as New, Working, Escalated, or Closed. Path for Cases can help a Tier 2 service representative take over case processing from Tier 1 and know how far Tier 1 had progressed in troubleshooting by showing them the current status and values of the case. Verified References: Service Cloud Consultant Certification Guide & Tips, Set Up Path for Cases

NEW QUESTION # 54

The Vice President (VP) of Customer Support for Universal Containers has issued a mission statement that
"We will empower our customers to interact with us in the way of their choosing." Universal Containers has recently deployed a new toll-free interactive voice response (IVR) system and knowledgebase. The VP has asked the management team to make additional system enhancements to fulfill this mission statement. Which three should the consultant recommend to achieve the mission statement? Choose 3 answers

- A. Enable customers to be emailed FAQs by accessing the interactive voice response 24 hours per day.
- B. Replace the existing "Chat Now" button on the Customer Community with a toll- free phone number.
- C. Create a central "Contact Us" page which provides access to all available channels.
- D. Enforce that customers must search the knowledgebase before they can see the Contact Us page.
- E. Optimize the customer community for mobile devices to have access to the same support as desktops.

Answer: A,C,E

Explanation:

These three solutions will help achieve the mission statement of empowering customers to interact with Universal Containers in the way of their choosing. Creating a central "Contact Us" page will provide customers with a clear and easy way to find all the available channels of support, such as phone, email, web, chat, etc. Optimizing the customer community for mobile devices will ensure that customers can access the same support features on their smartphones or tablets as they can on their desktops. Enabling customers to be emailed FAQs by accessing the interactive voice response 24 hours per day will allow customers to get self- service support even when the call center is closed. Verified References: Create a Contact Us Page, [Optimize Your Community for Mobile Devices], [Send Email from Interactive Voice Response]

NEW QUESTION # 55

What approach should a Consultant use to ensure that Knowledge searches only display articles for a service agent's product specialization?

- A. Create a page layout for each record type; assign layouts to service agents.
- B. Create a permission set for each record type; assign permissions to service agents.
- C. Create a data category for each product; assign data categories to service agents.
- D. Create an article action for each record type; assign record types to service agents.

Answer: A

NEW QUESTION # 56

A contact center manager is looking for ways to overall cost per case.
What Salesforce metrics should the contact center manager evaluate? (Choose 2)

- A. Average number of activities per case
- B. Total number of cases by origin
- C. Average customer satisfaction score by case
- D. Average number of articles attached to a case

Answer: A,D

NEW QUESTION # 57

Support cent' agents at Cloud Kicks use a serv ce console. Over a few hours, an agent may work with up to

10 different customers. Often, agents need to return to a prior case and make a phone call to the customer. The telephone number to call is recorded in the case notes.

What are two recommended service console features that work together to improve the process ** Choose 2 answers

- A. History Utility
- B. Outbound Sales Dialer
- C. Quick Action
- D. Macros

Answer: A,D

Explanation:

These are two service console features that work together to improve the process of making a phone call to the customer based on the case notes. Macros are tools that allow agents to automate common or repetitive tasks on a record, such as sending an email or updating a field. Macros can help agents save time and avoid errors when making a phone call to the customer. History Utility is a tool that allows agents to view their recently accessed records or tabs in the service console. History Utility can help agents quickly return to a prior case and find the phone number in the case notes. Verified References: : https://help.salesforce.com/s/articleView?id=sf.console2_macros_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.console2_history_overview.htm&type=5

NEW QUESTION # 58

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