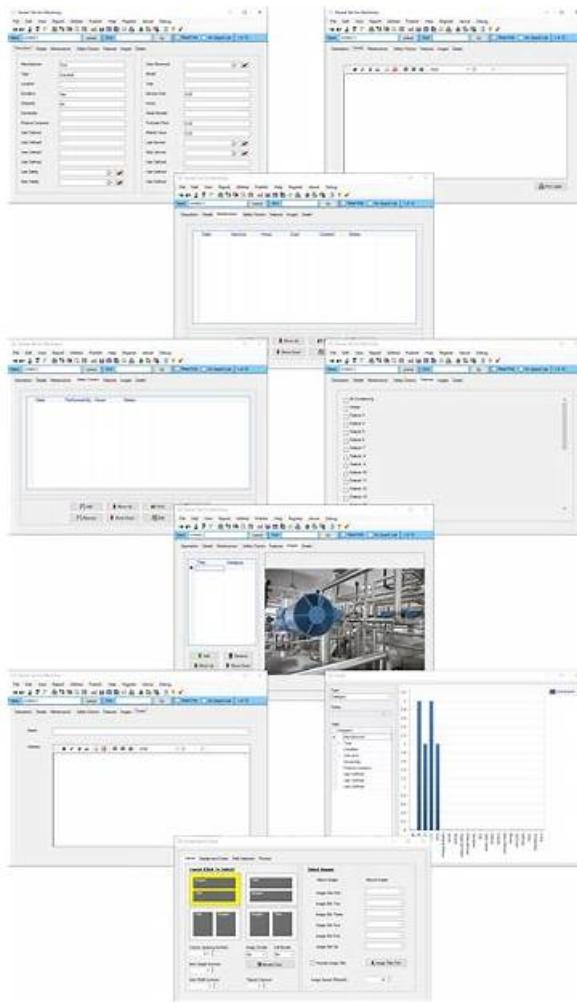


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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q35-Q40):

NEW QUESTION # 35

universal containers wants to unify channels and manage agent workload with omni-channel routing what required step should a consultant address before configuring omni channel ?what required step should a consultant address before configuring omni channel ?

- A. **customize service channel settings to define how the org receives work various sources**
- B. Create SF cases to have omni channel enabled
- C. create the necessary objects in SF
- D. From setup select omnichannel and select enable omni channel

Answer: A

Explanation:

Customizing service channel settings to define how the org receives work from various sources is a required step that the consultant should address before configuring Omni-channel. Service channels are settings that allow administrators to specify how different types of work items, such as cases, chats, or leads, are routed and handled by Omni-channel. Service channels need to be defined and enabled before setting up routing configurations and rules for Omni-channel. Verified References: :

<https://help.salesforce.com/s/articleView>

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

NEW QUESTION # 36

Universal Containers has implemented KCS. Specific article types and categories require approval, both the Publish Articles action button and the Submit for Approval button are available on page layouts. Agents are forgetting to submit certain articles types for approval.

What should a consultant recommend to automate the approval process?

- A. Validation rule
- B. Assignment rule
- **C. A Process Builder**
- D. Workflow

Answer: C

NEW QUESTION # 37

Universal Containers recently deployed a Salesforce Knowledge implementation, but is looking to evaluate the quality of the articles being produced.

What should the Consultant recommend to gather information on Knowledge article usefulness?

- A. Create a group of super users that will evaluate and manage articles.
- B. Contact Salesforce to send a report on article efficacy.
- C. Send out a monthly survey to customers requesting feedback.
- **D. Install Knowledge Base Dashboards and Reports AppExchange package.**

Answer: D

Explanation:

Explanation

The Knowledge Base Dashboards and Reports AppExchange package is a free package that provides pre-built dashboards and reports to help you measure and improve your knowledge base. You can use this package to gather information on knowledge article usefulness, such as article ratings, views, feedback, searches, and gaps. Verified References: Knowledge Base Dashboards and Reports

NEW QUESTION # 38

SLA says agent must respond within one hour, or if marked "urgent", resolve within one day. How can this best be achieved?

- A. Use case teams to close
- B. Use escalation rules
- C. Use entitlements to define a process and milestones

Answer: C

NEW QUESTION # 39

Universal Containers (UC) added a channel to the Service Cloud deployment. UC wants the functionality to include the ability to log the case thread and store attachments to the case record.

Which channel should a consultant recommend to meet these requirements?

- A. Web-to-case
- B. Social Customer Service
- C. Email-to-case
- D. Chat

Answer: C

NEW QUESTION # 40

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