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Service-Cloud-Consultant Practice Mock - New Service-Cloud-Consultant Exam Sample

Another significant challenge of undertaking a Salesforce Service-Cloud-Consultant exam is defining clear goals. Many students get bogged down by the volume of material they need to learn and lose sight of their goals. Thus, our Salesforce Service-Cloud-Consultant Real Exam Questions in three formats provide you with the clear cut Service-Cloud-Consultant preparation materials and defined goals to comprehensively prepare in the shortest possible time.

Salesforce Certified Service cloud consultant Sample Questions (Q215-Q220):

NEW QUESTION # 215
Cloud Kicks (CK) uses Lightning Knowledge and has set up Data Categories. CK uses Data Category Visibility to control access based on products and geographic location. The admin plans to enable 'Use standard Salesforce sharing' in Sharing Settings under Knowledge Settings.
Which consideration should the admin be aware of when making this change?

- A. Data Category Visibility of All Categories provides Public Read-Only access.
- B. Data Category Visibility of Custom overrides organization-wide default sharing access.
- C. Data Categories no longer control access to articles.

Answer: C

Explanation:
Upon enabling 'Use standard Salesforce sharing' in Knowledge Settings, it's crucial to understand that Data Category Visibility will no longer control access to articles. Instead, standard Salesforce sharing rules and permissions will govern article access, making it important to carefully configure these settings to maintain the desired level of access control and visibility based on the organization's requirements.

NEW QUESTION # 216
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 cases closed by self-service users.
- B. Average call handle time by team.
- C. Number of Knowledge articles created each month.
- D. Number of cases created using Communities by month.

Answer: A,D

NEW QUESTION # 217
Universal Containers has activated Email-to-Case functionality to allow customers to correspond with support agents via email. Which options are available with Email-to-Case? (Choose 2)

- A. Only one inbound email address can be used for Email-to-Case
- B. Follow-up emails related to a case will update the case comments
- C. Assignment, escalation, and workflow rules are processed on inbound emails
- D. Follow-up emails and attachments related to a case are attached to the case

Answer: B,D

NEW QUESTION # 218
Universal Containers wants to implement best practices for its customer support teams and has decided to follow a Knowledge Centered Support (KCS) methodology.
Which benefit can be expected?

- A. Reduced first contact resolution time
- B. Reduced post-interaction time
- C. Reduced issue resolution time

Answer: C

Explanation:
Implementing Knowledge-Centered Support (KCS) at Universal Containers is expected to reduce issue resolution time.
KCS is a methodology that integrates knowledge creation and reuse into the support process. By capturing and structuring knowledge during the problem-solving process, support agents can quickly access relevant information, leading to faster issue resolution.
Key benefits of KCS include:
* Improved resolution times: Support agents can resolve issues more quickly by accessing a well- maintained knowledge base.
* Increased first contact resolution: With immediate access to relevant information, agents are more likely to resolve issues during the first interaction.
* Enhanced self-service capabilities: Customers can find answers to common issues themselves, reducing the volume of support requests.
By adopting KCS, Universal Containers can expect a significant reduction in issue resolution time, leading to improved customer satisfaction and operational efficiency.
References:
https://www.atlassian.com/itsm/knowledge-management/kcsAtlassian+1TeamDynamix+1
https://library.serviceinnovation.org/KCS/KCS_v6/KCS_v6_Practices_Guide/030/040/040/035
https://helpjuice.com/blog/knowledge-centered-support

NEW QUESTION # 219

Universal Containers has four internal divisions that use Salesforce Knowledge. Compliance requirements mandate that each division should only have access to its own articles when performing a search. Which solution should a consultant recommend to meet this requirement?

- A. Create a sharing rule for each division to provide access based on criteria of the article.
- B. Create a sharing rule for each division to provide access using the role hierarchy.
- C. Create a single data category group for each division and provide access using the role hierarchy.
- D. Create separate data category groups for each division and assign the category to a division profile.

Answer: C

Explanation:
Data categories are a way to classify and organize your knowledge articles based on criteria such as products, topics, or audiences. You can create data category groups to define the top-level categories for your articles, and then create subcategories within each group. You can also control which users can access which categories based on their roles or permission sets. To meet the requirement of Universal Containers, you can create a single data category group for each division and assign the categories to the roles that belong to that division.
This way, each division will only see its own articles when performing a search. Verified References: Data Categories

NEW QUESTION # 220

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