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Exam : Service Cloud Consultant

Title : Salesforce Certified Service cloud consultant

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Salesforce Service-Cloud-Consultant Exam consists of 60 multiple-choice questions that must be answered within 105 minutes. Service-Cloud-Consultant exam covers a variety of topics, including Service Cloud features, design considerations, and best practices for implementing and managing Service Cloud solutions. To pass the exam, candidates must obtain a minimum score of 68%.

Salesforce Certified Service cloud consultant Sample Questions (Q202-Q207):

NEW QUESTION # 202

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

Answer: A

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 # 203

Universal Containers has tested skills-based routing in a sandbox and is ready to deploy to Production.

Which two deployment solutions should a consultant use to ensure skills-based routing is operational in Production Choose 2 answers

- A. Data Import Wizard
- B. Mass Transfer Records
- C. Change Sets
- D. Data Loader

Answer: C,D

Explanation:

Explanation

These are two deployment solutions that the consultant should use to ensure skills-based routing is operational in Production. Change Sets are tools that allow administrators to deploy changes from one Salesforce org to another, such as custom objects,

fields, workflows, or profiles. Change Sets can be used to deploy the configuration changes related to skills-based routing, such as service channels, routing configurations, or routing rules. Data Loader is a tool that allows administrators to import or export data from Salesforce, such as records, attachments, or documents. Data Loader can be used to migrate the data related to skills-based routing, such as skills, skill assignments, or queues. Verified References: :
<https://help.salesforce.com/s/articleView?id=sf.changesets.htm&type=5> :
https://help.salesforce.com/s/articleView?id=sf.data_loader.htm&type=5

NEW QUESTION # 204

Which two areas can an Administrator make Open CTI features available to users when building a Lighting App using the App Manager? Choose 2 answers

- A. On a record Highlights Panel
- B. On the Calendar right hand panel
- C. On a utility bar of the Lightning App
- D. **On a record Activity Feed list**

Answer: D

NEW QUESTION # 205

Open CTI allows Advanced Administrators and Developers to embed call controls in an HTML area that can be placed within Salesforce to control the telephony system

What are the two common places to embed these call controls?

Choose 2 answers

- A. **On the left sidebar of Salesforce Classic**
- B. On a new tab in the agent's browser
- C. On the Highlights Panel of a Primary tab
- D. **On the footer of the Lightning Console**

Answer: A,D

NEW QUESTION # 206

Support cent' agents at Cloud Kicks use a service 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. **Outbound Sales Dialer**
- B. Quick Action
- C. Macros
- D. **History Utility**

Answer: A,D

NEW QUESTION # 207

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