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This kind of polished approach is beneficial for a commendable grade in the Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) exam. While attempting the exam, take heed of the clock ticking, so that you manage the Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) questions in a time-efficient way. Even if you are completely sure of the correct answer to a question, first eliminate the incorrect ones, so that you may prevent blunders due to human error.

Salesforce Certified Service cloud consultant Sample Questions (Q62-Q67):

NEW QUESTION # 62

Universal Containers wants to deploy the Service Cloud to its contact centers located across North America, Europe, and Asia. The company wants standardized contact center processes and reporting implemented in its centers worldwide.

Which approach should a consultant recommend in this scenario?

- A. Assign a global team of experienced agents and leaders to create a common design template and report structure.
- B. Recommend utilizing out-of-the-box functionality to reduce cost and ensure one worldwide process and reporting.
- C. Assign teams in each major contact center to design a solution unique to its needs and have an analyst build a combined report.
- D. Recommend that the VP of Worldwide Support design a global template to provide a clear vision and tandardization.

Answer: A

NEW QUESTION # 63

Universal Containers is considering a Knowledge-Centered Support (KCS) implementation. Which three benefits can be expected from KCS adoption? Choose 3 answers

- **A. Increased call deflection**
- B. Reduced support channels
- C. Increased call routing accuracy
- **D. Reduced issue resolution time**
- **E. Optimized use of resources**

Answer: A,D,E

Explanation:

Explanation

Knowledge-Centered Support (KCS) is a methodology that enhances how customer service and support teams access and use knowledge to deliver greater value to customers, employees, and stakeholders. Some of the benefits that can be expected from KCS adoption are:

Increased call deflection: KCS enables customers to find answers to their questions or issues through self-service channels, such as knowledge bases, communities, or chatbots. This reduces the number of calls or emails that reach the support team and improves customer satisfaction and loyalty.

Reduced issue resolution time: KCS allows agents to access and update knowledge articles as part of their support process. This helps them find the information they need to solve problems faster and more accurately, as well as share their knowledge with other agents and customers.

Optimized use of resources: KCS reduces the need for dedicated knowledge management roles or processes, as knowledge creation and maintenance are integrated into the support workflow. This frees up time and resources for other value-added activities, such as product improvement, innovation, or training. Verified References: Service Cloud Consultant Certification Guide & Tips, Knowledge-Centered Service (KCS) Overview

NEW QUESTION # 64

After migrating from Knowledge to Lightning Knowledge, Authors are unable to create FAQ article type, but can successfully create Install Notes articles type. Support Managers have confirmed that articles of types FAQ exist in Production. How should a consultant correct this problem

- A. Set article Org Wide Default to Public ReadWrite.
- B. Add Authors to the FaQ Data Category.
- C. Grant Authors access to the FAQ article type.
- **D. Grant Authors access to the FaQ record type**

Answer: D

NEW QUESTION # 65

Universal Containers (UC) wants to deploy Service Cloud to 100 contact centers located across North America, Europe, and Asia. UC wants standardized reporting across worldwide contact centers' key performance indicators (KPIs). Which approach should a consultant recommend in this scenario?

- A. Ask leadership, management, and agents in all regions to vote on the standard report template.
- **B. Assign a global team of experienced analysts to create a standard report template.**
- C. Request that the VP of worldwide support design a standard report template to provide a clear vision,

Answer: B

Explanation:

For Universal Containers to achieve standardized reporting across its worldwide contact centers, assembling a global team of experienced analysts to develop a standard report template is recommended. This approach ensures that the template reflects a comprehensive understanding of global KPIs, facilitating consistent performance measurement and comparison across all regions.

NEW QUESTION # 66

Universal Containers is getting ready to start User Acceptance Testing (UAT) for its customer service transformation project. The consultant has been asked where the testing should occur. The business users and stakeholders need an environment that can support 60 days of UAT and includes representative data from production.

Which environment type should the consultant recommend?

- A. Full copy sandbox
- B. Partial Copy Sandbox
- C. Developer Pro Sandbox

Answer: A

Explanation:

A Full Copy Sandbox is a complete replica of a production environment, containing both metadata and all data records. It is the most appropriate environment for conducting extended User Acceptance Testing (UAT), especially when real-world data and scenarios need to be validated over an extended period like 60 days.

This sandbox type supports thorough testing of configurations, integrations, and customizations under conditions that mirror live operations. Business users benefit from working with a familiar data set, reducing surprises during go-live. It is superior to Developer or Partial Copy Sandboxes for full-system validation.

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

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

NEW QUESTION # 67

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