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Version

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Salesforce Certified Service Cloud Consultant exam covers a wide range of topics, including case management, contact center management, integration, automation, and reporting. Service-Cloud-Consultant Exam consists of 60 multiple-choice questions and you have 105 minutes to complete it. To pass the exam, you need to score at least 68%.

Salesforce Certified Service cloud consultant Sample Questions (Q276-Q281):

NEW QUESTION # 276

Cloud Kicks wants to optimize its development methodology. Team members want to visualize the workflow to ensure everyone is aligned. In addition, the team limits the amount of work in a given state on capacity and bandwidth.

Which methodology should a consultant recommend?

- A. Extreme Programming
- **B. Kanban**
- C. Lean Development
- D. Scrum

Answer: B

Explanation:

Kanban is the recommended methodology to meet the requirements, because it allows CK to optimize its development process by visualizing the workflow, limiting the work in progress, and improving efficiency and quality. Kanban is a method that uses a board with columns and cards to represent the stages and tasks of a project, and helps teams monitor and manage their work flow.

Kanban also encourages teams to limit the amount of work in each stage based on their capacity and bandwidth, and to focus on delivering value to customers. Verified References: : Kanban Methodology

NEW QUESTION # 277

Universal Containers has an active presence on Twitter and Facebook. Customers' requests from these social media channels should be responded to by support agents.

What should a consultant recommend to meet this requirement?

- **A. Social Customer Service for Twitter and Facebook.**
- B. Einstein Bot social queues.
- C. Social Persona for Twitter and Facebook.
- D. Social Media Marketing message tagging.

Answer: A

Explanation:

Explanation

Social Customer Service is a feature that allows agents to respond to customer requests from social media channels such as Twitter and Facebook. Agents can create cases from social posts, reply to customers using social handles, and monitor social conversations using keywords and hashtags. Verified References: Service Cloud Consultant Certification Guide & Tips, Social Customer Service Overview

NEW QUESTION # 278

Cloud Kicks (CK) wants to increase the number of articles in its knowledge base while maintaining article quality. CK plans to allow all service agents to create articles. The company would like a recommendation on how to maintain its article quality.

What is the recommended method to meet the requirements?

- A. Smart Links

- B. Apex Trigger
- C. Article Translation
- D. Approval Process

Answer: D

Explanation:

Approval Process is a method that can maintain the article quality while allowing all service agents to create articles. Approval Process is a feature that allows administrators to define the steps and criteria for approving records, such as articles, in Salesforce. Approval Process can be used to ensure that each article created by an agent is reviewed and approved by a subject matter expert before becoming available to users. Verified References: : https://help.salesforce.com/s/articleView?id=sf.approvals_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.knowledge_approval_process.htm&type=5

NEW QUESTION # 279

Universal Containers recently rolled out a Salesforce knowledge implementation; however, users are finding unreliable and unrelated Knowledge Articles displayed in the Knowledge One widget in the Salesforce Console. Which two actions should a Consultant recommend to address the lack of quality checking? Choose 2 answers

- A. Require that an article be added when closing a case
- B. Enable and configure wildcards for article searches
- C. Restrict the Manage Articles user permission
- D. Set up an intuitive Data Category hierarchy

Answer: A,B

NEW QUESTION # 280

An Inside Sales Contact Center Manager would like to assess the ROI of the Contact Center. Which three metrics should the Manager use to assess the ROI? Choose 3 answers

- A. Number of leads created
- B. Cost per call
- C. Number of sales queues
- D. Average queue time per agent
- E. Opportunities per channel

Answer: A,B,E

NEW QUESTION # 281

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