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Salesforce Certified Service cloud consultant Sample Questions (Q145-Q150):

NEW QUESTION # 145

The support team at Cloud Kicks would like to implement Messaging to gather customer feedback and issues. What are two places the messages can be routed to?

Choose 2 answers

- A. Call Center Agent
- B. Web Chat
- C. Chatter Group
- D. Einstein Bots

Answer: A,D

Explanation:

Explanation

Einstein Bots and Call Center Agents are two places where the messages can be routed to. Einstein Bots are automated chat agents that can handle common customer requests, such as checking order status, resetting passwords, or updating information. Call Center Agents are human agents who can take over the conversation from Einstein Bots when more complex or personalized assistance is needed. Verified References: : Einstein Bots Overview : : Call Center Agents Overview

NEW QUESTION # 146

Universal Containers knows it will be adding new Cases at a rate of 4-6 million per year and wants to maintain performance over time. Which two recommended techniques should be utilized? Choose 2 answers

- A. Optimize queries to reduce the scope of Cases included with each search.
- B. Ask contact center managers to review data each quarter to possibly delete.
- C. Create a data retention plan that archives or purges Cases at regular intervals.
- D. Write an Apex trigger that deletes one case each time a new case is created.

Answer: A,C

NEW QUESTION # 147

The Support Manager at Universal Containers is getting inaccurate agent performance reports. After researching the data, the Salesforce Administrator has identified hundreds of cases that are closed, but still owned by a queue.

Which two solutions should a Consultant recommend to correct this problem? Choose 2 answers

- A. Create a case validation rule to ensure cases are owned by a user when closed.
- B. Use a data tool to update the owner field on closed cases.
- C. Create a Process Builder and Flow to change the owner on closed cases.
- D. Create a case assignment rule to ensure cases are owned by a user when closed.

Answer: B,D

NEW QUESTION # 148

Agents at Universal Containers are required to update the case status to Waiting for Customer after they send an email to the case contact. Support Managers are noticing that many Agents are forgetting to perform this step.

What should a consultant recommend to address this problem?

- A. Create a Case Macro
- B. Activate a Validation Rule
- C. Define Case Escalation Rules
- D. Configure Process Builder

Answer: A

Explanation:

A case macro is a set of instructions that tells Salesforce how to update fields, send emails, and perform other tasks on a case. By creating a case macro that updates the case status to Waiting for Customer and sends an email to the case contact, agents can perform this step with one click and avoid forgetting it. Verified References: Salesforce Help: Macros

NEW QUESTION # 149

UC is creating an inbound customer support contact center to handle questions about using its products. What should be considered when designing the contact center?

- A. Automatic call distributor and interactive voice response
- B. Average handling time and first call resolution time
- C. Workforce management and customer satisfaction score
- D. Agent skill-based routing and predictive dialer

Answer: A

NEW QUESTION # 150

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