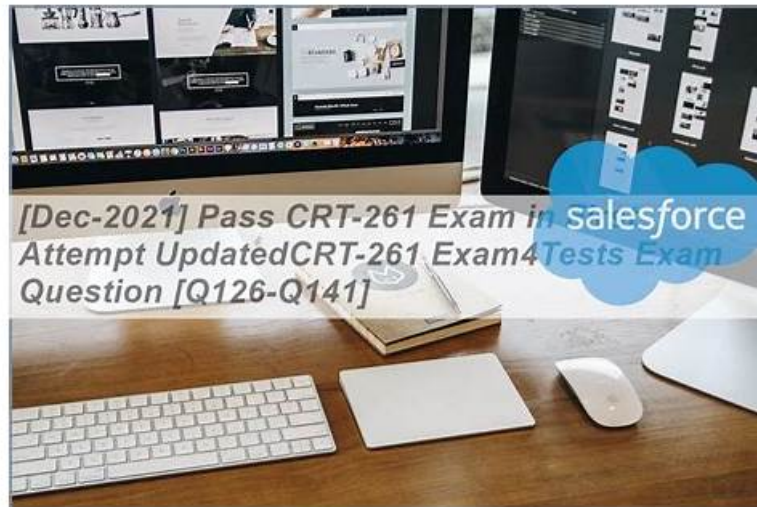


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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q157-Q162):

NEW QUESTION # 157

what approach should a consultant use to ensure that knowledge search only display articles for a service agents product specialization ?

- A. create a data category for each product assign data categories to service agents.
- B. Create an article action for each record type; assign record types to service agents
- C. Create a permission set for each record type ; assign permissions to service agents
- D. Create a page layout for each record type ; assign layouts to service agents

Answer: A

Explanation:

Creating a data category for each product and assigning data categories to service agents is an approach that can ensure that knowledge search only displays articles for a service agent's product specialization. Data categories are classifications that can be used to organize and filter knowledge articles by topic or type. Data category visibility can be set for each user profile or permission set to control which data categories are accessible for each user. Verified References: : https://help.salesforce.com/s/articleView?id=sf.knowledge_categories_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.knowledge_categories_assign.htm&type=5

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

NEW QUESTION # 158

An Inside Sales Contact Center Manager would like to access the ROI of the Contact Center.

Which three metrics should the Manager use to access the ROI?

Choose 3 answers

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

Answer: A,B,C

NEW QUESTION # 159

A support agent has a detailed question about product functionality. The agent needs to access a real-time response from internal subject matter experts. Which feature will help the support agent send this question to the right group of people?

- A. Escalation Rules
- B. Public Groups
- C. Mass Email
- D. Chatter Groups

Answer: D

NEW QUESTION # 160

A customer has a detailed question about product functionality. The customer would like access to expert customer subject-matter experts, and real-time access to company IT support experts. Which features will best help the customer? Choose 2 answers.

- A. Mass email
- B. Communities
- C. Salesforce Chat
- D. Public groups

Answer: B,C

NEW QUESTION # 161

Cloud Kicks provides support to customers through voice, web, and chat channels. Cases are routed to service agents based on availability and skills. When agents encounter issues, they can raise a flag. Supervisors need to respond to flags and provide responses that only the agent can view.

What is the recommended solution to meet the requirements?

- A. Einstein Case Routing
- B. Screen Flow
- C. Case Escalation Rules
- D. Omni-Channel Supervisor

Answer: D

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