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## Salesforce Certified Service cloud consultant Sample Questions (Q69-Q74):

### NEW QUESTION # 69

Which system would a contact center integrate with in order to provide field service agents with information needed to provide service at customer sites?

- A. Marketing
- **B. Order Fulfillment**
- C. Telephony
- D. Enterprise Resource Planning (ERP)

**Answer: B**

### NEW QUESTION # 70

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

**Answer: A,C**

#### **NEW QUESTION # 71**

A contact center manager wants to measure the impact of a new customer care program. What can be used to measure an increase in customer satisfaction? Choose 2 answers.

- A. First call resolution
- B. Customer satisfaction survey
- C. Service level agreement
- D. Average handle time

**Answer: A,B**

#### **NEW QUESTION # 72**

A customer calls the service desk at Universal Containers. The agent assigned to the call creates a case to capture the issue, but later realized the caller is not eligible for support. What solution should a consultant recommend to prevent the scenario from happening in the future?

- A. Add the entitlement contacts related list to account records
- B. Add the service contract related list to contact records
- C. Add the entitlements related list to contact records
- D. Add the assets related list to contact records

**Answer: C**

#### **NEW QUESTION # 73**

What should a consultant recommend to ensure chat request contain enough information for customer service representatives to effectively respond?

- A. Configure Lightning Guided Engagement
- B. Customize the lightning console chat page
- C. Configure a chat validation rule
- D. Customize the pre chat form

**Answer: D**

Explanation:

Customizing the pre chat form is the recommended solution to ensure chat requests contain enough information for customer service representatives to effectively respond. A pre chat form is a form that customers fill out before starting a chat session with an agent. The form can collect information such as the customer's name, email address, phone number, reason for chat, or any other custom fields. The information from the pre chat form can be used to create or update records in Salesforce, such as contacts, cases, or leads.

The information can also be displayed to the agent in the Service Console, so they can have more context about the customer and their issue. Verified References: [Service Cloud Consultant Certification Guide & Tips], Set Up Pre-Chat Forms

#### **NEW QUESTION # 74**

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