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Salesforce Certified Service cloud consultant Sample Questions (Q254-Q259):

NEW QUESTION # 254

UC is initiating a program to improve customer satisfaction. As part of the program, customers must be surveyed after the case is closed to ensure the customer is satisfied and the issue has been resolved. What solution should a consultant recommend to meet this requirement?

- A. Use escalation rules to assign the case to a case queue
- **B. Use workflow rules to send an email to the customer**
- C. Use auto-response rules to send an email to the customer
- D. Use assignment rules to assign the case to a case queue

Answer: B

NEW QUESTION # 255

Universal Containers has determined that case list views are slow to load because of the large number of cases in the system. Which two actions will improve the performance of the list views? Choose 2 answers

- **A. Filter the views by case owner.**
- B. Remove filter criteria from the views.
- **C. Reduce the number of fields displayed.**
- D. Restrict visibility of the views.

Answer: A,C

Explanation:

These are two actions that will improve the performance of the case list views that are slow to load because of the large number of cases in the system. Filtering the views by case owner will limit the number of records returned by the views and make them load faster. Reducing the number of fields displayed will also reduce the amount of data rendered by the views and improve their speed.

Verified References: :

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

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

NEW QUESTION # 256

Universal Containers wants to implement best practices for its customer support teams and has decided to follow a Knowledge - Centered Support (KCS) methodology.

Which two benefits can be expected from KCS adoption?

Choose 2 answers

- **A. Reduced issue resolution time**
- B. A knowledge article life cycle that evolves based on usage and demand
- C. A knowledge article life cycle that is implemented correctly the first time and does not need to change
- **D. Reduced first contact resolution**

Answer: A,D

NEW QUESTION # 257

Ursa Major Solar provides support with service-level agreements (SLAs) for high-priority cases.

Lower-priority cases have different response times. The service center

uses Omni-Channel to manage work items. However, many recently created, high-priority cases exceed the service deadline.

Which setting should a consultant configure to meet the requirements?

- A. Capacity Model
- B. Skills-Based Routing
- **C. Secondary Routing Priority**

Answer: C

Explanation:

To address the issue of high-priority cases exceeding service deadlines at Ursa Major Solar, configuring Secondary Routing Priority within Omni-Channel settings is recommended. This feature allows the organization to prioritize work items not just by their primary criteria (e.g., case age or initial priority) but also by secondary factors that can include SLA requirements. By setting high-priority cases with stricter SLAs as a secondary routing priority, Omni-Channel can ensure these cases are escalated in the queue, getting the attention they need promptly. This approach helps in effectively managing workloads and meeting SLA commitments for high-priority cases, improving overall service delivery.

NEW QUESTION # 258

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

Answer: D

NEW QUESTION # 259

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