

Braindump Service-Cloud-Consultant Pdf - Exam Service-Cloud-Consultant Overview



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➤ Vendor: Cisco

➤ Exam Code: 200-301

➤ Exam Name: CCNA - Cisco Certified Network Associate

➤ New Updated Questions from Braindump2go (Updated in May/2020)

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QUESTION 96

Refer to the exhibit. An engineer configured NAT translations and has verified that the configuration is correct.

```

R2#show ip nat translations
Pro Inside global      Inside local      Outside local      Outside global
top 172.23.104.3:43268  10.4.4.4:43268    172.23.103.10:23   172.23.103.10:23
top 172.23.104.4:45507  10.4.4.5:45507    172.23.103.10:80   172.23.103.10:80

```

Which IP address is the source IP?

- A. 10.4.4.4
- B. 10.4.4.5
- C. 172.23.103.10
- D. 172.23.104.4

Answer: A

Explanation:

The source IP address is the IP address of the sending packets so it is the "inside local" address.

QUESTION 97

Refer to the exhibit. The New York router is configured with static routes pointing to the Atlanta and Washington sites.

Which two tasks must be performed so that the Serial0/0/0 interfaces on the Atlanta and Washington routers can reach one another? (Choose two.)

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Salesforce Certified Service cloud consultant Sample Questions (Q190-Q195):

NEW QUESTION # 190

What solution should a consultant recommend while designing a plan to decrease a company's cost per call?
(Choose 2)

- **A. Use integrated voice response**
- B. Increase the Call-to-Order ratio
- **C. Use suggested Knowledge articles**
- D. Bypass entitlement verification

Answer: A,C

NEW QUESTION # 191

If a Case cannot be resolved after Tier 1 has performed their troubleshooting steps, the case must be escalated to Tier 2 support. Tier 2 has additional troubleshooting steps. How can a Consultant configure the Lightning Service Console to support this requirement?

- A. Configure a Visual Flow Troubleshooting Action
- **B. Implement Lightning Guided Engagement**
- C. Enable Omni-Channel Case assignment
- D. Define separate Record Types for Tier 1 and Tier 2

Answer: B

NEW QUESTION # 192

Universal Containers wants to implement Knowledge to assist agents with the resolution of cases. Which three recommendations should a consultant make to meet this requirement? Choose 3 answers

- **A. Enable article submission during case close.**
- B. Enable agents to create their own personal articles.
- **C. Create an email template to send articles as PDF attachments.**

- D. Enable article customization for open cases.
- E. Enable suggested articles on new cases.

Answer: A,C,E

Explanation:

Enabling suggested articles on new cases, enabling article submission during case close, and creating an email template to send articles as PDF attachments are recommendations that a consultant should make to assist agents with the resolution of cases using Knowledge. Suggested articles are a feature that automatically recommends relevant articles to agents based on the case information. Agents can view the suggested articles in the case feed or the knowledge sidebar, and attach them to the case or email them to the customer. Article submission during case close is a feature that allows agents to create new articles or update existing articles from the case resolution page. Agents can use this feature to capture and share their knowledge after resolving a case. An email template is a type of template that can be used to create and send emails from Salesforce. An email template can include merge fields, images, links, and other formatting options. An email template can also include a knowledge article as an attachment or a link. Agents can use this feature to send an email with the article to the customer from the case record page or the Service Console. Verified References: Service Cloud Consultant Certification Guide & Tips, Suggested Articles Overview, Submit Articles During Case Close, Create Lightning Email Templates

NEW QUESTION # 193

Which three processes are uses case for Visual Workflow? Choose 3 answers

- A. Field validation during case creation
- B. Assignment of email to a case queue based on subject
- C. Cross-sell promotions for agents
- D. Decision-based troubleshooting for agents
- E. Caller verification and creation of a new case

Answer: C,D,E

NEW QUESTION # 194

What metrics should a contact center manager consider to measure adoption of Salesforce Knowledge? (Choose 2)

- A. Number of solutions created by agent
- B. Number of cases escalated by agent
- C. Number of articles attached to a case
- D. Number of articles created by agent

Answer: C,D

NEW QUESTION # 195

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