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Salesforce Certified Service cloud consultant Sample Questions (Q164-Q169):

NEW QUESTION # 164
After migrating from Knowledge to Lightning Knowledge, Authors are unable to create FAQ article type, but can successfully create Install Notes articles type. Support Managers have confirmed that articles of types FAQ exist in Production.
How should a consultant correct this problem

- A. Set article Org Wide Default to Public ReadWrite.
- B. Grant Authors access to the FAQ article type.
- C. Add Authors to the FaQ Data Category.
- D. Grant Authors access to the FaQ record type

Answer: D

Explanation:
Explanation
After migrating from Knowledge to Lightning Knowledge, Authors need to have access to the record types associated with the article types they want to create. Granting Authors access to the FAQ record type will allow them to create FAQ articles in Lightning Knowledge. Verified References: :
https://help.salesforce.com/s/articleView?id=sf.knowledge_lightning_migration.htm&type=5 :
https://help.salesforce.com/s/articleView?id=sf.knowledge_lightning_migration_record_types.htm&type=5

NEW QUESTION # 165
The Universal Container's customer support organization has implemented knowledge, knowledge centered support (KCS) in its call center. However, the call center management thinks that agents are not contributing new knowledge articles as often as they should. What could the company do to address this situation? (choose
2)

- A. Measure & reward agents based on the # of new articles submitted for approval
- B. Measure & reward agents based on the # of new articles approved for publication
- C. Create a dashboard for articles submitted by agents & approved for publication
- D. Require agents to check a box on case when submitting a new suggested article

Answer: A,C

NEW QUESTION # 166
The cost of service for Universal Containers' contact centers has steadily increased. What solution should a consultant recommend to help reduce the cost of service in the contact centers? Choose 2 answers.

- A. Enable Chatter for agent collaboration.
- B. Enable Ideas in a Service Cloud portal.
- C. Create auto response templates for emails.
- D. Enable Knowledge in a Service Cloud portal.

Answer: C,D

NEW QUESTION # 167
Which feature of Salesforce Knowledge can be leveraged to create a customer-facing product information website? Choose 2 answers.

- A. Display articles in Salesforce Answers.
- B. Publish articles to the Web using Salesforce Publisher.
- C. Display articles in a public knowledge base.
- D. Display articles with HTML, images, and links.

Answer: C,D

NEW QUESTION # 168
Universal Containers 'IT policy prevents third-party software from being installed on employee computers.
However, the VP of Service has asked that cases be automatically created from customer emails.
What solution should a consultant recommend?

- A. Email-to-Case
- B. On-Demand Email-to-Case
- C. An AppExchange package
- D. web-to-Case

Answer: B

Explanation:

On-Demand Email-to-Case is a feature that allows you to automatically create cases from customer emails without installing any software on your email server. It uses an email service provided by Salesforce to convert emails into cases and route them to the appropriate queues or agents. This solution meets the IT policy of Universal Containers, as it does not require any third-party software installation. Verified References: On-Demand Email-to-Case

NEW QUESTION # 169
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