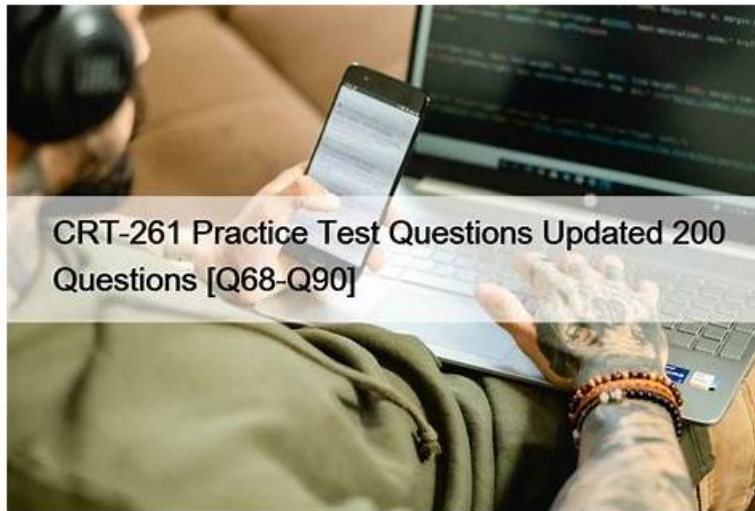


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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q167-Q172):

NEW QUESTION # 167

Universal Containers contact center has experienced an increased number of customer questions due to a growing product portfolio. Which two solutions should a consultant recommend to minimize the need to hire more agents? Choose 2 answers

- A. Chatter Questions
- B. Web -to -Case
- C. Live Agent
- D. Community

Answer: A,D

NEW QUESTION # 168

The VP of Service at Universal Containers is looking for ways to reduce contact center costs. Which two metrics should the Consultant recommend?
Choose 2 answers

- A. Service-Level Agreements
- **B. Average Handle Time**
- **C. First Call Resolution**
- D. Time to Answer

Answer: B,C

NEW QUESTION # 169

Universal Containers wants to help customers resolve issues by browsing Knowledge articles and submit a case if they need more information.
What should the consultant recommend to meet the requirements?

- A. Enable Chat in an Experience Cloud site.
- B. Implement Case Assignment Rules.
- **C. Create a self-service Help Center.**
- D. Allow Comments on Knowledge articles.

Answer: C

Explanation:

Explanation

Creating a self-service Help Center is a good way to help customers resolve issues by browsing Knowledge articles and submit a case if they need more information. A self-service Help Center is an Experience Cloud site that provides customers with access to Knowledge articles, case management, and other features.

Customers can search for articles that answer their questions, rate and comment on articles, and create cases if they need further assistance. Verified References: Create a Self-Service Help Center

NEW QUESTION # 170

The customer's support team at Universal Containers (UC) has noticed a large increase in Case Resolution times recently. UC wants to use Einstein for Service to help agents locate the relevant information more quickly.
Which feature should the consultant recommend?

- A. Einstein Bots 27: B is correct answer
- B. Einstein Reply Recommendations
- **C. Einstein Article Recommendations**

Answer: C

Explanation:

To help agents locate relevant information more quickly and address the increase in case resolution times, recommending the use of Einstein Article Recommendations is appropriate. This feature uses AI to suggest relevant Knowledge articles to agents based on the case context, enhancing efficiency and accuracy in resolving customer queries.

NEW QUESTION # 171

Cloud Kicks (CK) wants to explore having a full Incident Management, Swarming, and Change Management process to provide a foundation for its auditing and governance needs. CK also wants interactive recommendations for every department during this process.

Besides implementing Incident Management and Service Cloud for Slack, what should a consultant recommend for the full solution?

- A. Implement a third-party app from AppExchange.
- **B. Implement flow orchestration with Work Guides**
- C. Implement Guidance for Success and Knowledge articles.

Answer: B

Explanation:

For a full Incident Management, Swarming, and Change Management process that includes interactive recommendations, implementing flow orchestration with Work Guides is recommended. Work Guides provide step-by-step guidance and can orchestrate complex processes across departments, ensuring adherence to auditing and governance requirements while offering interactive, context-specific recommendations.

NEW QUESTION # 172

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