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>> New Service-Con-201 Test Review <<

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Salesforce Certified Service Cloud Consultant Sample Questions (Q107-Q112):

NEW QUESTION # 107
The Universal Containers (UC) customer support organization has implemented Knowledge-Centered Support (KCS) in its call center. However, the call center management thinks that agents should contribute new Knowledge articles more often.
What should UC do to address this situation?

- A. Require agents to check a box on the case when submitting a new suggested article.
- B. Measure and reward agents based on the number of new articles approved for publication.
- C. Measure and reward agents based on the number of new articles submitted for approval.

Answer: B

Explanation:
To encourage agents to contribute more frequently to the Knowledge base, implementing a system to measure and reward agents based on the number of their articles approved for publication is recommended. This incentivizes quality contributions and ensures that new content meets the organization's standards before being added to the Knowledge base.

NEW QUESTION # 108
Universal Containers wants to help customers resolve issues by browsing Knowledge articles and submitting a case if they need more Information.
What should the consultant recommend to meet the requirements?

- A. Allow comments on Knowledge articles.
- B. Enable Chat in an Experience Cloud site.
- C. Create a self-service help Center

Answer: C

Explanation:
To help customers resolve issues by browsing Knowledge articles and submitting a case if needed, creating a self-service help center is advised. This can be achieved using Experience Cloud, providing a centralized platform where customers can access Knowledge articles, FAQs, and submit cases directly, enhancing the self-service experience.

NEW QUESTION # 109
Cloud Kicks has hired a Service Cloud Consultant to build out its reports. The consultant is having trouble locating the "Accounts with Entitlements with Contacts" and "Service Contracts with Contract Line Items" custom report types.
What should the consultant do to troubleshoot?

- A. Verify that Historical Trend Reporting is enabled.
- B. Verify that Salesforce Knowledge is enabled.
- C. Verify that entitlement management is enabled.

Answer: C

Explanation:
The report types "Accounts with Entitlements with Contacts" and "Service Contracts with Contract Line Items" are only available when Entitlement Management is enabled in the org.
These report types are used to analyze service contracts, entitlements, and related customer data-key elements of Entitlement Management in Service Cloud.
If this feature is disabled, related objects and reports are hidden.
Option A (Salesforce Knowledge) and Option C (Historical Trend Reporting) are unrelated to entitlement or contract-based report types.
Referenced Salesforce Materials:
Service Cloud Consultant Exam Guide - Integration and Data Management Domain.
Salesforce Help: "Enable Entitlement Management and Access Report Types".
Salesforce Winter '23 Release Notes - Entitlement Management Enhancements.

NEW QUESTION # 110
A manager would like information on which Knowledge articles are used most often by call center agents.
Which report should a consultant use to identify the Knowledge articles that are used most often?

- A. Number of Knowledge articles attached to Cases
- B. Knowledge articles with the highest ratings
- C. Knowledge articles with the most revisions

Answer: A

Explanation:
To identify which Knowledge articles are used most often by call center agents, creating a report that tracks the number of Knowledge articles attached to cases is recommended. This provides insights into which articles are most frequently utilized in case resolutions, informing content optimization and training efforts.

NEW QUESTION # 111

Cloud Kicks is thinking about implementing Swarming in Slack to allow multiple experts to collaborate on cases.
What should they consider before implementation?

- A. Swarming can only be initiated from Slack.
- B. Messages from a swarm can be shared to the case feed.
- C. Swarms can be closed from Slack or Salesforce.

Answer: C

Explanation:
Swarming in Slack for Service Cloud allows experts to collaborate on complex cases within Slack channels that are linked to Salesforce records. Swarms can be initiated or closed from either Slack or Salesforce, maintaining synchronization between both platforms.
This feature enhances real-time collaboration while ensuring updates, closures, and outcomes are reflected in Service Cloud automatically.
Option A is incorrect-swarms can be initiated from either Slack or Salesforce.
Option B is partially correct but incomplete-messages are visible in the swarm context, but the defining functionality is the bi-directional closure capability.
Referenced Salesforce Materials:
Salesforce Spring '24 Release Notes - Service Cloud Swarming Enhancements in Slack.
Service Cloud Consultant Exam Guide - Service Cloud Solution Design Domain.
Salesforce Help: "Collaborate with Swarming in Slack for Service Cloud".

NEW QUESTION # 112
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