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Salesforce Service Cloud Consultant certification is a highly sought-after credential that validates an individual's expertise in implementing and designing solutions using the Salesforce Service Cloud. Salesforce Certified Service cloud consultant certification is

ideal for professionals who work in sales, customer service, or support roles and want to demonstrate their proficiency in the Salesforce Service Cloud.

Salesforce Certified Service cloud consultant Sample Questions (Q69-Q74):

NEW QUESTION # 69

A recent review of customer satisfaction surveys revealed that the support center does a poor job of upselling new products to customers. Customers report dissatisfaction when calling for service issues and receiving a sales pitch instead.

However, customers that

have been upsold new products are two times more likely to remain a customer.

What is the recommended method to ensure upselling only occurs when customers are likely to be receptive to the offer?

- A. Visual Remote Assistant
- **B. Einstein Next Best Action**
- C. Service Analytics Predictions

Answer: B

Explanation:

To ensure upselling occurs only when customers are likely to be receptive, implementing Einstein Next Best Action is recommended. This tool uses AI to suggest the most appropriate actions or offers to service agents based on customer context and interaction history, increasing the likelihood of a positive response to upselling efforts while maintaining customer satisfaction.

NEW QUESTION # 70

Universal Containers has four internal divisions that use Salesforce Knowledge. Compliance requirements mandate that each division should only have access to its own articles when performing a search. Which solution should a consultant recommend to meet this requirement?

- A. Create separate data category groups for each division and assign the category to a division profile.
- B. Create a sharing rule for each division to provide access based on criteria of the article.
- C. Create a sharing rule for each division to provide access using the role hierarchy.
- **D. Create a single data category group for each division and provide access using the role hierarchy.**

Answer: D

NEW QUESTION # 71

Universal Containers analyzes key performance indicators (KPIs) and discovers that customer satisfaction is decreasing. The company attributes the decrease in customer satisfaction to a low first-call resolution rate.

What can be done to improve the first call resolution rate? Choose 2 answers.

- **A. Train support agents**
- B. Reduce the cost per call
- **C. Align agent performance goals with KPIs**
- D. Hire additional support agents

Answer: A,C

NEW QUESTION # 72

The Vice President (VP) of Customer Support for Universal Containers has issued a mission statement that

"We will empower our customers to interact with us in the way of their choosing." Universal Containers has recently deployed a new toll-free interactive voice response (IVR) system and knowledgebase. The VP has asked the management team to make additional system enhancements to fulfill this mission statement. Which three should the consultant recommend to achieve the mission statement? Choose 3 answers

- **A. Enable customers to be emailed FAQs by accessing the interactive voice response 24 hours per day.**
- **B. Create a central "Contact Us" page which provides access to all available channels.**
- **C. Replace the existing "Chat Now" button on the Customer Community with a toll- free phone number.**

- D. Enforce that customers must search the knowledgebase before they can see the Contact Us page.
- E. Optimize the customer community for mobile devices to have access to the same support as desktops.

Answer: A,B,E

Explanation:

These three solutions will help achieve the mission statement of empowering customers to interact with Universal Containers in the way of their choosing. Creating a central "Contact Us" page will provide customers with a clear and easy way to find all the available channels of support, such as phone, email, web, chat, etc. Optimizing the customer community for mobile devices will ensure that customers can access the same support features on their smartphones or tablets as they can on their desktops. Enabling customers to be emailed FAQs by accessing the interactive voice response 24 hours per day will allow customers to get self-service support even when the call center is closed. Verified References: Create a Contact Us Page, [Optimize Your Community for Mobile Devices], [Send Email from Interactive Voice Response]

NEW QUESTION # 73

Contact Center management must be notified whenever an Open Case has not been touched for 24 hours. Which feature should a Consultant use to meet this requirement?

- A. Scheduled Reports
- B. Milestone Actions
- C. Process Builder Scheduled Actions
- D. Time-based Workflow Rules

Answer: A

NEW QUESTION # 74

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