

Salesforce Certified Service cloud consultant Exam Questions Can Help You Gain Massive Knowledge of Service-Cloud-Consultant Certification



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To earn the Salesforce Service-Cloud-Consultant certification, candidates must pass a 60-question, multiple-choice exam that covers various topics related to the Service Cloud platform, including case management, contact center management, service entitlements and contracts, knowledge management, and collaboration and communities. Service-Cloud-Consultant Exam also tests candidates on their ability to customize and configure the Service Cloud platform to meet specific business requirements.

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Salesforce Certified Service cloud consultant Sample Questions (Q55-Q60):

NEW QUESTION # 55

Universal Containers wants to be able to assign Cases based on the same criteria they use for Live Agent chats. Which feature should a Consultant recommend?

- A. Omni-channel Queue-based routing
- **B. Live Agent Queue-based routing**
- C. Case Skills-based Assignment Rules
- D. Omni-channel Skills-based routing

Answer: B

NEW QUESTION # 56

Cloud Kicks (CK) wants to correlate its Customer Satisfaction ratings to service center call metrics, CK has identified Average Speed of Answer as a leading indicator to predict Customer Satisfaction. What should the consultant explain about Average Speed of Answer?

- A. It includes blocked and abandoned calls.
- B. It captures the same information as First Call Resolution.
- C. It is the typical experience of a caller.
- **D. It is skewed by calls that are quickly answered**

Answer: D

Explanation:

Explanation

The consultant should explain that Average Speed of Answer (ASA) is skewed by calls that are quickly answered. ASA is a metric that measures the average time that callers wait in the queue before being connected to an agent. ASA can be affected by outliers, such as calls that are answered immediately or calls that are abandoned after a long wait. ASA can be misleading if it does not reflect the typical experience of a caller or the performance of an agent. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.reports_standard_report_types.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.reports_call_center_metrics.htm&type=5

NEW QUESTION # 57

Which two capabilities of Lightning Knowledge ensure accurate content in Articles? Choose 2 answers

- A. Data Category to assign an article record type to a Reviewer.
- **B. Approval Process that assigns an Article to a Reviewer Queue.**
- **C. Validation Rules for article record types to verify all fields during creation.**
- D. Knowledge Action to Publish an Article once the Article is approved.

Answer: B,C

NEW QUESTION # 58

Universal Banking needs to provide a public knowledge base on its website. The company has three product groups (Personal Banking, Mortgage, and CDs) and needs to display information and address common questions about each product area. How should Knowledge be configured? Choose 2 answers.

- A. Create three article types for each product area (Personal Banking, Mortgage, CD).
- B. Create two data categories to display information (Question/Answer, Product Info).
- **C. Create two article types to display information (Question/Answer, Product Info).**
- **D. Create three data categories for each product area (Personal Banking, Mortgage, CD).**

Answer: C,D

NEW QUESTION # 59

Universal Containers is using WhatsApp to provide support to customers in Service Console. Agents would like to preview PDFs

sent by customers from the chat window.
What should a consultant recommend?

- **A. Use File Preview in the chat.**
- B. Ask the customer to send the PDF via email.
- C. Download the PDFs from the chat.

Answer: A

Explanation:

To enable agents to preview PDFs sent by customers from the chat window, using File Preview within the chat function is recommended. This feature allows agents to quickly view the content of PDF files directly within the chat interface, without the need to download the files. This improves efficiency and response times, as agents can assess and address customer queries more rapidly based on the content of the PDFs.

NEW QUESTION # 60

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