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Salesforce Certified Service cloud consultant Sample Questions (Q52-Q57):

NEW QUESTION # 52

Cloud Kicks (CK) provides support through Web-to-Case. As part of a service improvement project, a self-service portal in Experience Cloud and public Knowledge base were added. When reviewing service KPIs, management at CK found a 10% increase in case resolution time and is considering reverting the changes.

What is the likely reason for the KPI change?

- A. Agents do not have access to the same Knowledge articles as customers.
- B. Customers are spending additional time searching for answers.
- **C. Self-service deflects easy cases, leaving more complex cases for agents.**
- D. Customers must spend additional time registering for the portal.

Answer: C

Explanation:

This is the most likely reason for the increase in case resolution time, because self-service portals and knowledge bases enable customers to find answers to common or simple questions without creating a case. This means that agents are left with more complex or challenging cases that require more time and effort to resolve.3 Verified References: 3: Self-Service Best Practices

NEW QUESTION # 53

Milestones can be added to which two Object types?

Choose 2 answers

- **A. Last**
- **B. Work Order**
- C. service
- D. Account

Answer: A,B

NEW QUESTION # 54

Universal Containers wants to ensure the contracted service level requirements for its clients are being met.

What should be configured to meet this requirement?

- A. Entitlement processes, contracts, contract line items, and entitlements
- **B. Entitlement processes, milestones, milestone actions, and entitlements**
- C. Entitlement processes, contract line items, milestones, and entitlements
- D. Entitlement processes, contracts, milestones, and milestone actions

Answer: B

NEW QUESTION # 55

What is a benefit of a quality monitoring system? Choose 2 answers

- A. Teach new agents how to handle difficult situations
- **B. Enforce a consistent standard of service for customer interaction**
- C. Lower the average speed of answer (ASA)
- **D. Capture inappropriate word usage and generate reports**

Answer: B,D

NEW QUESTION # 56

Cloud Kicks (CK) wants to increase the number of articles in its knowledge base while maintaining article quality. CK plans to allow all service agents to create articles. The company would like a recommendation on how to maintain its article quality.

What is the recommended method to meet the requirements?

- A. Article Translation
- B. Apex Trigger

- C. Approval Process
- D. Smart Links

Answer: C

Explanation:

Explanation

Approval Process is a method that can maintain the article quality while allowing all service agents to create articles. Approval Process is a feature that allows administrators to define the steps and criteria for approving records, such as articles, in Salesforce. Approval Process can be used to ensure that each article created by an agent is reviewed and approved by a subject matter expert before becoming available to users. Verified References: : <https://help.salesforce.com/s/articleView?>

id=sf.approvals_overview.htm&type=5 :

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

NEW QUESTION # 57

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