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Salesforce Certified Service cloud consultant Sample Questions (Q12-Q17):

NEW QUESTION # 12

What is the capability of case feed?

- A. Embed case feed functionality within a visual force page.
- B. Enable call control using the CTI case feed publisher.
- C. Add custom visual force pages to the case feed page layout.
- D. Switch from case feed to standard detail pages using a console component

Answer: A

NEW QUESTION # 13

A report shows average time spent by agents to resolve cases. Nine of twelve agents spend approximately the

same time to resolve cases. However, Agent A has a much shorter average time to resolve cases and Agents B and C have a much longer average time to resolve cases. How can the supervisor use this data to drive greater consistency in average time spent by agents across the team? Choose 3 answers:

- A. Lower the target for entire team to that of Agent A
- **B. Build a dashboard to display individual performance by agent versus the team goal**
- C. Update case assignment rules to route more cases to Agent A
- **D. Document and share the practices of Agent A with the team via knowledge articles**
- **E. Review case history and activities for Agents B and C**

Answer: B,D,E

NEW QUESTION # 14

Universal Containers has implemented Service Cloud. The company needs key performance indicators (KPIs) to ensure that its customer support center is profitable.

Which metric should a consultant use to help executive management understand support center costs?

- A. All Cases by Customer
- B. All Open Cases by Priority
- **C. Case Resolution Time**

Answer: C

Explanation:

Case Resolution Time is a critical KPI for understanding support center costs. It measures the average time taken to resolve customer cases, directly impacting labor costs and resource allocation. By monitoring and optimizing Case Resolution Time, executive management can identify efficiency improvements, manage staffing requirements more effectively, and ultimately reduce the cost of operating the customer support center.

NEW QUESTION # 15

Universal Containers had tech support and general customer teams that use unique service console applications.

Which two configuration should a consultant use when deploying the console?

- A. Assign user to public group with access to the service console app
- **B. Assign users a permission with access to the service console app**
- **C. Assign users a profile with access to the service console app**
- D. Assign users a sharing rule with access to the service console app

Answer: B,C

NEW QUESTION # 16

The Universal Containers' customer support organization has implemented Knowledge Centered Support (KCS) in its call center. However, the call center management thinks that agents are not contributing new knowledge articles as often as they should.

Which two should the company do to address this situation? Choose 2 answers

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

Answer: B,C

NEW QUESTION # 17

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