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Salesforce Certified Service cloud consultant Sample Questions (Q185-Q190):

NEW QUESTION # 185

The support management team at Universal Containers has noticed an increase in wait times over the last several months when customers call in for support.

What should a consultant recommend to help decrease customer wait times?

- A. Set up analytical snapshots to capture key case Information and create historical trending reports.
- B. Create case escalation rules to route high-priority cases directly to supervisors for resolution.
- C. Create reports to analyze data in order to understand peak times and ensure adequate.

Answer: C

Explanation:

To decrease customer wait times, creating reports to analyze call volume and identify peak times is recommended. Understanding

peak periods allows for strategic staffing and resource allocation, ensuring that enough agents are available to handle the increased volume, thus reducing customer wait times.

NEW QUESTION # 186

How should a Consultant provide Suggested Article functionality to Lightning Service Console users?

- **A. Add the Knowledge Component to the Service Console.**
- B. Add the Suggested Article widget to the Case page layout.
- C. Add the Knowledge tab to the Console app.
- D. Create email templates with Knowledge Articles attached.

Answer: A

NEW QUESTION # 187

A team of publishers has created and published articles in Salesforce Knowledge. The manager of the help desk wants to verify that the articles are useful to agents. Which reports can the help desk manager use to determine the quality of the articles? (Choose 2)

- A. Report on agent feedback on articles
- **B. Report on the articles attached in cases.**
- C. Report on articles followed in Chatter.
- **D. Report on agent ratings on articles**

Answer: B,D

NEW QUESTION # 188

Universal Containers is trying to reduce the amount of time support agents spend creating cases. The new method for case creation must allow for 4000-5000 new cases a day, as well as the attachment of documents under 25 MB by the customer. Which method should the Consultant suggest?

- A. Omni-Channel routing
- **B. On-Demand Email-to-Case**
- C. Standard Email-to-Case
- D. Web-to-Case forms

Answer: B

NEW QUESTION # 189

A company would like to implement a solution that would hold service reps accountable to customer Service Level Agreements. Which two steps should be completed to meet this request? Choose 2 answers

- A. Configure Service Contracts.
- B. Enable Work Orders.
- **C. Create an Entitlement Process.**
- **D. Set up Milestones.**

Answer: C,D

NEW QUESTION # 190

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