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There are two main types of resources for preparation of certification exams first there are the study guides and the books that are detailed and suitable for building knowledge from ground up then there are video tutorial and lectures that can somehow ease the pain of through study and are comparatively less boring for some candidates yet these demand time and concentration from the learner. Smart Candidates who want to build a solid foundation in all exam topics and related technologies usually combine video lectures with study guides to reap the benefits of both but there is one crucial preparation tool as often overlooked by most candidates the practice exams. Practice exams are built to make students comfortable with the real exam environment. Statistics have shown that most students fail not due to that preparation but due to exam anxiety the fear of the unknown. ExamcollectionPass expert team recommends you to prepare some notes on these topics along with it don't forget to practice **Salesforce Service-**

Cloud-Consultant Exam Dumps which been written by our expert team, Both these will help you a lot to clear this exam with good marks.

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Salesforce Certified Service cloud consultant Sample Questions (Q62-Q67):

NEW QUESTION # 62

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

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 # 63

Service Console users work on dozen of cases at one time, and often need to update a case they worked on earlier in the day. What configuration should a consultant recommend?

- A. Add History to the Utility bar.
- B. Define a custom List View.
- C. Use a second Console session.
- **D. Keep all open in tabs.**

Answer: D

Explanation:

Explanation

Keeping all open cases in tabs is the recommended configuration for Service Console users who work on dozens of cases at one time, and often need to update a case they worked on earlier in the day. Tabs are a way of organizing records or components in the Service Console so that users can easily access them without losing their place or context. Users can open multiple tabs for different cases, switch between them, pin them, or close them as needed. Users can also use keyboard shortcuts, tab menus, or tab notifications to navigate and manage their tabs more efficiently. Verified References: Service Cloud Consultant Certification Guide & Tips, Work with Tabs in Lightning Console Apps

NEW QUESTION # 64

Cloud Kicks (CK) wants to adopt artificial intelligence (AI) for improving case closure key performance indicators (KPIs) and product support planning within its Service organization. CK has at least 1,000 closed cases from which it can predict accurate

values for fields that are empty. CK has yet to implement any Einstein AI products. Which approach should the consultant recommend to start AI efforts at CK?

- A. Review and address Case data issues and set up Einstein Classification Apps.
- B. Confirm there are enough closed cases and turn on Einstein Service AI Grounding with Cases.
- C. Review and address Case data issues and set up Einstein Article Recommendations.

Answer: A

Explanation:

For Cloud Kicks (CK) to adopt artificial intelligence (AI) effectively in improving case closure KPIs and product support planning, it's crucial to first review and address any data quality issues in their existing case data. Once the data is clean and reliable, setting up Einstein Classification Apps is a strategic move. Einstein Classification can analyze historical case data to predict values for fields in new cases, helping prioritize and route cases more efficiently. This approach leverages AI to enhance decision-making processes, improve operational efficiency, and provide more targeted support, aligning with CK's goals to improve case management through AI capabilities.

NEW QUESTION # 65

Universal Containers has implemented KCS. Specific article types and categories require approval, both the Publish Articles action button and the Submit for Approval button are available on page layouts. Agents are forgetting to submit certain articles types for approval.

What should a consultant recommend to automate the approval process?

- A. Workflow
- B. A Process Builder
- C. Validation rule
- D. Assignment rule

Answer: B

Explanation:

A Process Builder is the recommended tool to automate the approval process for certain article types and categories that require approval in KCS. A Process Builder is a tool that allows you to create automated workflows based on criteria and actions. A Process Builder can be used to create a process that submits an article for approval when certain conditions are met, such as the article type or category. A Process Builder can also be used to define approval actions, such as sending email alerts, updating fields, or posting to Chatter.

Verified References: Service Cloud Consultant Certification Guide & Tips, Automate Article Approvals with Process Builder

NEW QUESTION # 66

Universal Containers (UC) needs to invoke a process on an external system (NOT in Salesforce) whenever cases are created or updated by contact center agents. UC does NOT want to use any customized code to accomplish this.

Which solution should a Consultant recommend?

- A. Visualforce page APEX SOAP async callout
- B. Schedule batch Apex processing job
- C. Workflow-driven outbound messaging
- D. RESTful services with GET, POST, or PUT

Answer: C

NEW QUESTION # 67

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