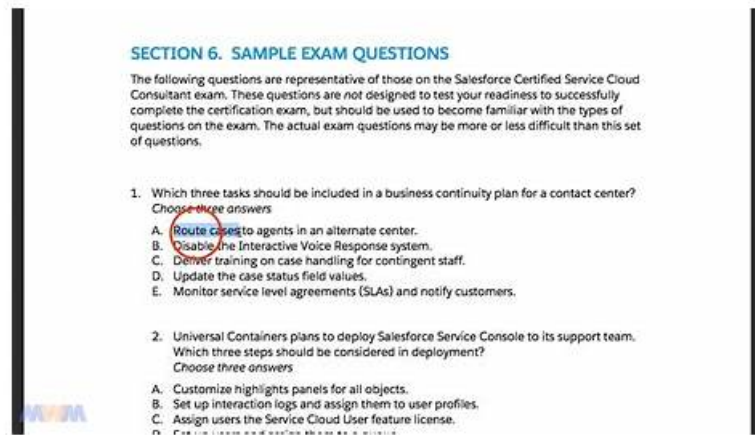


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Salesforce Certified Service cloud consultant Sample Questions (Q100-Q105):

NEW QUESTION # 100

An outsourced contact center is losing part-time agents to a nearby contact center that promotes flexible scheduling. Which method can be used to improve agent retention? Choose 2 answers:

- A. Extend benefits to part-time agents
- B. Mix telephony interactions with email and chat
- C. Allow shift trading between agents
- D. Provide additional training on tools and process

Answer: A,C

NEW QUESTION # 101

UC has a telemarketing contact center with agents who cold-call prospects and follow-up on prospects that have been routed to them. Which metric should UC consider when designing the contact center? Choose 2 answers.

- A. Number of outbound calls per day
- B. Number of attempts to contact
- C. Number of closed cases
- D. Number of lead referrals

Answer: A,B

NEW QUESTION # 102

Universal Containers wants Salesforce to suggest Knowledge articles to agents based on information about the case. Which solution should a consultant recommend?

- A. Add the Knowledge related list to the case page layout.
- B. Add the Knowledge component on the case Lightning record page.
- C. Add the Knowledge object to global search objects.

Answer: B

Explanation:

Adding the Knowledge component to the case Lightning record page is the most effective solution for suggesting relevant Knowledge articles to agents based on case information. This component dynamically displays articles related to the case's details, such as subject and description, directly within the agent's workspace. It uses the case data to search the Knowledge base and present the most applicable articles, aiding agents in finding solutions more quickly and efficiently. This integration enhances the support process by providing agents with easy access to a wealth of information, potentially reducing case resolution times and improving customer satisfaction.

NEW QUESTION # 103

A company provides customer support for new products and for routine maintenance of existing products.

These cases have many identical stages and fields, however, the maintenance cases are unique and have additional stages and fields that need to be captured. Which two features would meet this requirement? Choose 2 answers

- A. Support Types

- B. Support Processes
- C. Record Types
- D. Approval Processes

Answer: B,C

NEW QUESTION # 104

Universal Container wants to let its customers interact real time with support agents from their computers and mobile devices. What feature should a consultant recommend to meet this requirement?

- A. Customer Community
- B. Web-to-Case
- C. Case Assignment Rules
- D. Embedded Chat Service

Answer: D

Explanation:

Embedded Chat Service is a feature that can meet the requirement of allowing customers to interact real time with support agents from their computers and mobile devices. Embedded Chat Service allows administrators to embed a chat widget on any web page or mobile app that customers can use to start a live chat session with an agent. Embedded Chat Service also supports features such as pre-chat forms, chat transcripts, file transfer, and chat transfer. Verified References: :

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

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

NEW QUESTION # 105

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