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Salesforce Certified Service cloud consultant Sample Questions (Q42-Q47):

NEW QUESTION # 42

The support manager at universal containers has noticed an increase in average case age, which is negatively impacting customer satisfaction. To research the situation, the support manager wants to know the amount of time that cases have spent within each status during their lifecycle.

Which reporting solution should a consultant recommend?

- A. Create a report using the Case age report type
- B. Create a report using the Case historical trending report type
- C. Create a report using the Case Lifecycle report type
- **D. Create a report using the Case snapshot report type**

Answer: D

Explanation:

A case snapshot report is a report that shows the values of selected fields at different points in time during the case life cycle. You can use this report to see how long a case spent in each status and what changes were made to the case over time. This report can help the support manager to research the situation and identify the causes of the increase in average case age. Verified References: Create Case Snapshot Reports

NEW QUESTION # 43

What key metric should a contact center manager use to evaluate the effectiveness of a new Service Cloud implementation? (Choose 2)

- A. Average number of knowledge articles published
- B. Total number of solutions created by agent
- **C. First contact resolution rate**
- **D. Number of total cases handled**

Answer: C,D

NEW QUESTION # 44

What should the consultant consider when implementing Salesforce Chat functionality in a new Service Cloud instance?

- A. It should be deployed with Experience Builder.
- B. It is incompatible with Einstein Bots.
- **C. It should be routed via Omni-Channel,**

Answer: C

Explanation:

When implementing Salesforce Chat functionality, it's important to integrate it with Omni-Channel for routing. This ensures that chat requests are distributed based on agent availability and workload, aligning with overall service channel management and ensuring efficient handling of customer inquiries.

NEW QUESTION # 45

Universal Containers (UC) wants to implement Service Cloud using Agile methodology. How should the consultant recommend delivering a successful implementation?

- A. set a cutoff date of 1.5 months before user acceptance testing for any change requests.
- B. Schedule a meeting with the UC executives at the start of the project to generate all the requirements.
- **C. Generate continuous feedback from the project team, and adjust the requirements and deliverables accordingly.**
- D. Deliver the entire project simultaneously so as to present UC with a completed solution.

Answer: C

Explanation:

Explanation

Generating continuous feedback from the project team, and adjusting the requirements and deliverables accordingly is a key

principle of Agile methodology. It allows for iterative and incremental development, which can lead to a successful implementation of Service Cloud. Verified References: :

<https://trailhead.salesforce.com/en/content/learn/modules/agile-basics/agile-basics-principles> :

<https://trailhead.salesforce.com/en/content/learn/modules/agile-basics/agile-basics-methodologies>

NEW QUESTION # 46

Univeral Containers is designing a contact center that will store 20 million cases. Of those, 5 million will need to be accessed for reporting and search. Which approach will ensure best system performance? Choose 3 answers:

- A. Custom search
- B. Tiered data strategy
- C. Record types
- D. Divisions
- E. Custom indexes

Answer: B,D,E

NEW QUESTION # 47

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