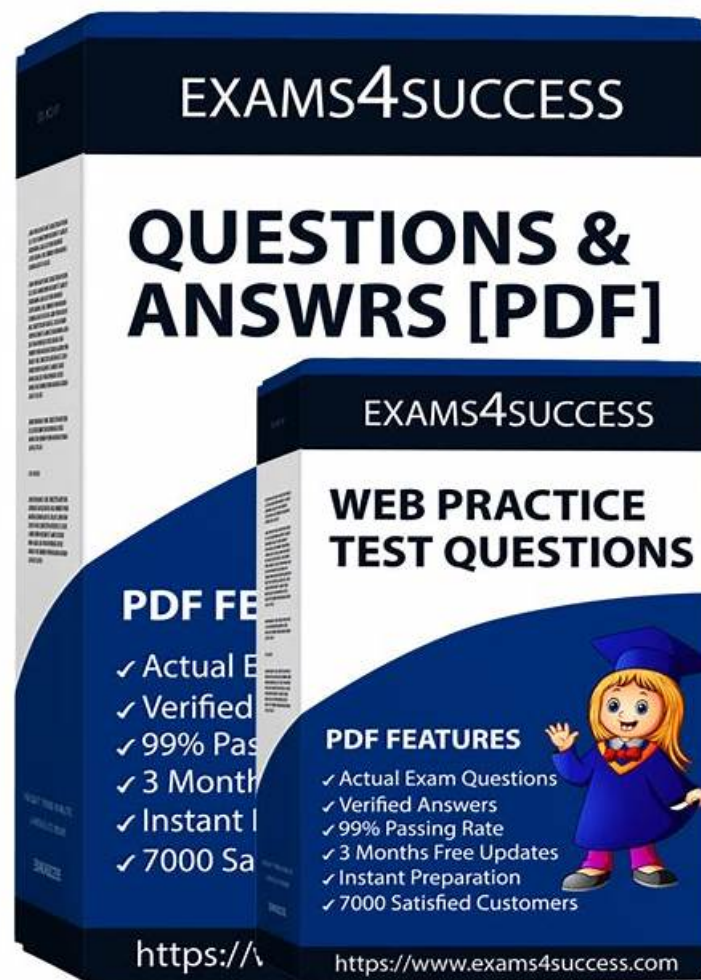# Unlimited Service-Cloud-Consultant Exam Practice | Service-Cloud-Consultant New Dumps Book

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Salesforce Certified Service cloud consultant Sample Questions (Q270-Q275):

NEW QUESTION # 270

Cloud Kicks provides support to customers in email, social, and chat channels. Managers want to find a way to improve service agent efficiency.

A recent study found agents spend a lot of time searching for articles, manually copying text from the article, and pasting it into responses.

What should a consultant recommend as a solution?

- A. Configure Lightning Knowledge component to auto attach article PDF.
- B. Configure Lightning Knowledge component and related list actions.
- C. Set up quick text options in the utility bar to add article links.

Answer: B

Explanation:

To improve agent efficiency in finding and using articles, configuring the Lightning Knowledge component and related list actions is advisable. This setup allows agents to easily search for, preview, and insert links to relevant Knowledge articles directly into their responses without leaving their workspace. This streamlined approach reduces the time spent on manual copying and pasting, enhancing productivity and ensuring consistent use of approved content.

NEW QUESTION # 271

Universal Containers recently deployed a Salesforce Knowledge implementation, but is looking to evaluate the quality of the articles being produced.

What should the Consultant recommend to gather information on Knowledge article usefulness?

- A. Create a group of super users that will evaluate and manage articles.
- B. Send out a monthly survey to customers requesting feedback.
- C. Install Knowledge Base Dashboards and Reports AppExchange package.
- D. Contact Salesforce to send a report on article efficacy.

Answer: C

NEW QUESTION # 272

Cloud Kicks wants to implement a solution that would hold service agents accountable for keeping customer service-level agreements (SLAs).

Which feature should a consultant use to meet this request?

- A. Service Contracts
- B. Entitlement process
- C. Salesforce Survey

Answer: B

Explanation:

To hold service agents accountable for maintaining customer service-level agreements (SLAs), implementing an Entitlement Process is recommended. This feature allows for the definition and management of SLAs for each customer, providing a structured framework to monitor case handling against agreed service levels and ensuring agent accountability in meeting customer service commitments.

NEW QUESTION # 273

Cloud Kicks (CK) started out as a small shoe company. Now, CK is growing and needs to meet changing customer expectations

while also uplifting agent skill sets and organizational success.

In which order would a consultant work through a high-level discussion and planning session with CK?

- A. Gather organizational vision, map processes, plan metrics, and plan for user feedback.
- B. Gather organizational vision, match appropriate metrics, plan for user feedback, and map processes.
- C. Gather organizational vision, map processes, plan for user feedback, and define metrics.

Answer: A

Explanation:

In a high-level discussion and planning session with Cloud Kicks (CK), the consultant should first gather the organizational vision to understand CK's long-term goals and how the service function aligns with these goals.
Next, mapping processes is crucial to identify current workflows, pinpoint inefficiencies, and determine areas for improvement.
Planning metrics follows, which involves defining key performance indicators (KPIs) to measure success and track progress towards achieving the organizational vision. Finally, planning for user feedback is essential to establish mechanisms for collecting and incorporating feedback from both agents and customers. This feedback will inform continuous improvement and ensure the service function evolves in line with changing needs and expectations.

NEW QUESTION # 274

Universal containers has implemented salesforce service cloud with the goal of reducing the number of escalated case for contact center. What metric should a contact center manager use to analyze this?

- A. Percent of cases closed meeting the defined SLA
- B. Percent of cases closed on first contact
- C. Percent of cases closed with an attached article
- D. Percent of cases closed with chatter posts

Answer: A

NEW QUESTION # 275

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