



Free Questions for Service-Cloud-Consultant by dumpssheet

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Question 1

Question Type: MultipleChoice

Cloud Kicks (CK) recently implemented Knowledge Centered Support to improve the expertise of its agents. The pilot focused on creating articles for the most common support topics. After the pilot, customer satisfaction has improved and average call time has decreased. To continue improving KPIs, CK wants to know where to focus its efforts next.

Which Knowledge dashboard should a consultant use?

Options:

- A- Most Revised Articles
- B- Most Linked Articles
- C- Top Articles sorted descending
- D- Search Activity Gaps

Answer:

C

Question 2

Question Type: MultipleChoice

Universal Containers has a policy that requires all email traffic to remain within its firewall. Currently, the company has 200 support agents handling email from five different time zones on its legacy system.

When implementing Salesforce, what solution should a consultant recommend for this scenario?

Options:

- A- Email-to-Case
- B- Salesforce for Outlook
- C- Web-to-Case
- D- On-Demand Email-to-Case

Answer:

A

Question 3

Question Type: MultipleChoice

After migrating from Knowledge to Lightning Knowledge, Authors are unable to create FAQ article type, but can successfully create Install Notes article type. Support Managers have confirmed that articles of type FAQ exist in Production.

How should a consultant correct this problem?

Options:

- A-** Grant Authors access to the FAQ record type.
- B-** Add Authors to the FAQ Data Category.
- C-** Grant Authors access to the FAQ article type.
- D-** Set Article Org Wide Default to Public ReadWrite.

Answer:

A

Question 4

Question Type: MultipleChoice

Universal Containers wants to monitor customers' social media reactions and opinions. Agents also want to see recent cases that the customer as logged.

What feature should a consultant recommend to meet this requirement?

Options:

- A- Omni-Channel
- B- Social Conversation Component
- C- AppExchange solution
- D- Custom Lightning Component

Answer:

B

Question 5

Question Type: MultipleChoice

Universal Containers (UC) added a channel to the Service Cloud deployment. UC wants the functionality to include the ability to log the case thread and store attachments to the case record.

Which channel should a consultant recommend to meet these requirements?

Options:

A- Email-to-case

B- Social Customer Service

C- Chat

D- Web-to-case

Answer:

A

Question 6

Question Type: MultipleChoice

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?

Options:

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

Answer:

C

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