Free Questions for Service-Cloud-Consultant

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Question 1

Question Type: MultipleChoice

Cloud Kicks (CK) recently implemented Knowledge-Centered Support (KCS) 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 support key performance indicators (KPIs), CK wants to know where to focus its efforts next.

What should a consultant recommend that CK do next?

Options:

A- Allow agents to create and publish articles independently.

B- Use the Search Activity Gaps dashboard component.

C- Detach articles from cases to reset statistics.

Answer:

B

Explanation:

To continue improving support KPIs after implementing Knowledge-Centered Support (KCS), utilizing the Search Activity Gaps dashboard component is recommended. This tool helps identify topics for which customers are searching but not finding satisfactory answers, guiding CK's efforts in creating new or updating existing articles to address these gaps and further enhance customer satisfaction and support efficiency.

Question 2

Question Type: MultipleChoice

Universal Containers (UC) wants to implement Service Cloud using Agile methodology.

How should the consultant recommend delivering a successful implementation?

Options:

A- Generate continuous feedback from the project team, and adjust the requirements and deliverables accordingly.

B- Generate all of the requirements with UC executives and then develop the project schedule.

C- Finish all of the project requirements at once and deliver a complete solution.

Answer:

A

Explanation:

For a successful implementation of Service Cloud using Agile methodology, generating continuous feedback from the project team and making iterative adjustments to requirements and deliverables is crucial. This approach ensures that the project remains aligned with client needs and can adapt to changes or new insights as the implementation progresses.

Question 3

Question Type: MultipleChoice

A customer submitted a case that is routed to a service desk agent at Universal Containers. After the agent responds to the case, they realize the customer is ineligible for support.

Which solution should the consultant recommend to prevent this scenario from happening in the future?

Options:

A- Add the Case's Entitlement related list to the Case Lightning Record Page.

B- Add the related Contact's Entitlement related list to the Case Lightning Record Page.

C- Add the related Account's Entitlement related list to the Case Lightning Record Page.
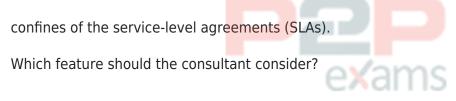
Answer:

B

Explanation:

To prevent agents from responding to cases from customers who are ineligible for support, adding the related Contact's Entitlement related list to the Case Lightning Record Page is

recommended. This allows agents to quickly verify the customer's entitlement to support before proceeding with case resolution, ensuring compliance with support policies.

Question 4

Question Type: MultipleChoice

Cloud Kicks is planning to provide different levels of support to customers in order to ensure its agents are working within the

confines of the service-level agreements (SLAs).

Which feature should the consultant consider?

Options:

A- Entitlements

B- Case Management

C- Service Contracts

Answer:

A

Explanation:

To provide different levels of support and ensure adherence to service-level agreements (SLAs), utilizing Entitlements is recommended. Entitlements define customers' rights to specific support services and SLAs, enabling Cloud Kicks to manage and enforce different support levels effectively, ensuring that agents deliver the appropriate level of service to each customer.

Question 5

Question Type: MultipleChoice

Universal Containers wants to provide a more consistent service experience to its customers and is evaluating using macros.

Which prerequisite should the consultant consider?

Options:

A- Publisher actions are on the page layout.

B- All users have permission to create macros.

C- The Lightning page contains the Run Macros action.

Answer:

C

Explanation:

When evaluating the use of macros to provide a consistent service experience, ensuring that the Lightning page layout includes the Run Macros action is a prerequisite. This enables agents to easily execute macros directly from the case record, streamlining repetitive tasks and enhancing service efficiency.

Question 6

Question Type: MultipleChoice

A manager would like information on which Knowledge articles are used most often by call center agents.

Which report should a consultant use to identify the Knowledge articles that are used most often?

Options:

A- Knowledge articles with the most revisions

B- Knowledge articles with the highest ratings

C- Number of Knowledge articles attached to Cases

Answer:

C

Explanation:

To identify which Knowledge articles are used most often by call center agents, creating a report

that tracks the number of Knowledge articles attached to cases is recommended. This provides insights into which articles are most frequently utilized in case resolutions, informing content optimization and training efforts.

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