



Free Questions for Service-Cloud-Consultant

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Question 1

Question Type: MultipleChoice

Universal Containers has implemented a call-based response system. The call wait time has become too long and customer service is being affected. Management would like to find a way to reduce customers' wait times and enable agents to handle more inquiries at a time.

Which feature should a consultant recommend?

Options:

- A- Case auto-response rule
- B- OmniStudio
- C- Salesforce Chat

Answer:

C

Explanation:

To reduce call wait times and enable agents to handle more inquiries simultaneously, implementing Salesforce Chat is recommended. Chat allows for real-time communication with multiple customers concurrently, alleviating the pressure on call-based support and improving overall customer service efficiency.

Question 2

Question Type: MultipleChoice

Agents at Universal Containers are required to update the Case Status to Waiting for Customer after they send an email to the Case Contact. Support managers are noticing that many agents are forgetting to perform this step.

What should a consultant recommend to address this problem?

Options:

- A- Create a Case Macro.

- B- Create a Validation Rule.
- C- Create an action on Case,

Answer:

A

Explanation:

To address the issue of agents forgetting to update the Case Status after sending an email, creating a Case Macro that automates the process of sending the email and updating the status is recommended. This ensures consistency in case management and adherence to support processes, enhancing service quality and managerial oversight.

Question 3

Question Type: MultipleChoice

Universal Containers is training a new set of service agents. Part of the training includes handling messaging from customers.

However, it is important that contact center managers monitor the messaging sessions to ensure the service agents' responses are

professional and accurate and that the managers are able to assist when needed.

Which Lightning Console feature should a consultant configure to support this need?

Options:

- A- Chat Supervisor tab and Whisper Messages
- B- Incident Management tab and Whisper Messages
- C- Omni-Channel Supervisor and Whisper Messages

Answer:

C

Explanation:

To enable contact center managers to monitor messaging sessions and provide guidance to

service agents, configuring the Omni-Channel Supervisor feature along with Whisper Messages is recommended. This setup allows managers to oversee agent-customer interactions in real-time and offer discreet advice to agents during messaging sessions, ensuring professionalism and accuracy in responses.

Question 4

Question Type: MultipleChoice

Universal Containers' leadership wants to reduce the level of effort required to get the right people involved to resolve service issues more quickly.

What should the consultant recommend to distribute cases?

Options:

- A- Create queues with support agents and use assignment rules.
- B- Predefine case teams and use assignment rules.
- C- Configure Web-to-Case and use assignment rules,

Answer:

A

Explanation:

To efficiently distribute cases and get the right people involved for quicker resolution, creating queues that group support agents by expertise or function and utilizing assignment rules to automatically route cases to the appropriate queues is recommended. This approach streamlines case distribution, ensuring cases are handled by agents best equipped to resolve them promptly.

Question 5

Question Type: MultipleChoice

A consultant has been hired to integrate a client's phone system with the Service Console.

What is the consultant required to do during this integration?

Options:

- A- Enable the Lightning Console.
- B- Configure the CTI Adapter.
- C- Add the utility bar to the app.

Answer:

B

Explanation:

During the integration of a client's phone system with the Service Console, configuring the Computer Telephony Integration (CTI) Adapter is a critical step. This involves setting up the interface between the phone system and Salesforce, enabling features like click-to-dial, call logging, and screen pops within the Service Console for improved agent efficiency.

Question 6

Question Type: MultipleChoice

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

Options:

- 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.

Question 7

Question Type: MultipleChoice

A recent analysis of cases at Cloud Kicks (CK) revealed a high percentage of simple cases, such as password resets and order inquiries. CK wants to provide customer self-service via web, SMS, Facebook Messenger, and WhatsApp.

What should the consultant recommend to handle the new cases?

Options:

- A- Implement Case Swarming.
- B- Implement Einstein Bots.
- C- Implement Skills-Based Routing.

Answer:

B

Explanation:

For handling a high volume of simple cases such as password resets and order inquiries across multiple channels, implementing Einstein Bots is recommended. Bots can automate responses to these common inquiries, providing self-service options for customers and reducing the case load on human agents.

Question 8

Question Type: MultipleChoice

To help service agents more accurately respond to a new case, Universal Containers wants a list of relevant Knowledge articles

displayed on the Case record page.

How should a consultant configure this requirement?

Options:

- A- Add the Knowledge tab to the Service Console.
- B- Add the Knowledge component to the Case record page.
- C- Add the Knowledge related list to the Case record page.

Answer:

B

Explanation:

To assist service agents in finding relevant Knowledge articles for new cases, adding the Knowledge component to the Case record page in the Lightning Service Console is recommended. This component dynamically suggests articles based on case details, aiding agents in providing accurate and efficient responses.



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