

# Free Questions for Service-Cloud-Consultant by certscare

**Shared by Hess on 12-12-2023** 

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# **Question 1**

#### **Question Type:** MultipleChoice

Cloud Kicks is preparing to deploy Omni-Channel Resolutin to dispatch work items to service agents. The Head of Service wants to know what should be done during high volume incidents where over 200,000 cases are opened.

### **Options:**

- A- Use a Most Aavailable Routing Model which will assign to the agent that be available next.
- B- Set Work Item Size Percentage of Capacity to only consume part of an agent's availability.
- C- Configure an Overflow Assignee with a user or queue outside the routing configuration.
- D- Use a Least Active Routing Model which will assign to the agent that is the least over capacity.

#### **Answer:**

В

# **Question 2**

**Question Type:** MultipleChoice

Cloud Kicks wants to optimize its development methodology. Team members want to visualize the workflow to ensure te everyone is aligned. In addition, the team limits the amount of work in a given state on capacity and bandwidth.

Which methodoogy should a consultant recommend?

### **Options:**

- A- Extremen Programming
- **B-** Lean Development
- C- Scrum
- D- Kanban

#### **Answer:**

В

# **Question 3**

**Question Type:** MultipleChoice

Cloud Kicks uses Social Customer Service to create and respond to customer cases After closing a case, service agents are seeing duplicate cases the customer makes a new social post.

What should a consultant recommend?

### **Options:**

- A- Change the Run Apex As User to a service agent profile.
- B- In Inbound Setting, set Enable Case Reopen to 3 days.
- C- Establish Duplicate Rules to find similar cases.
- D- Configure a Macro to close the duplicate case

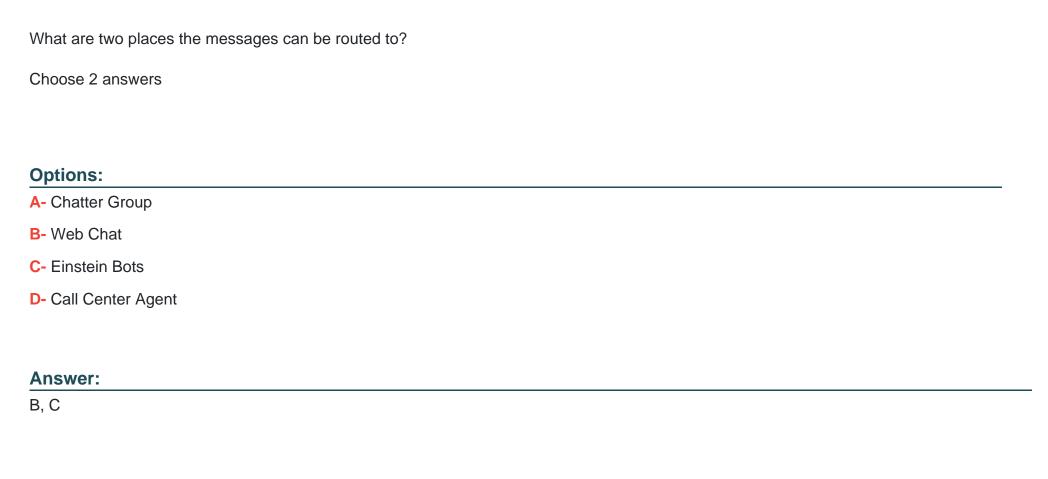
#### **Answer:**

С

# **Question 4**

**Question Type:** MultipleChoice

The support team at Cloud Kicks would like would like to implement Messaging to gather customer feedback and issues.



# **Question 5**

### **Question Type:** MultipleChoice

Cloud kicks needs a way for external customers to easily create cases. Customers will need to attach files that can often be 40 MB in size.

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- A- Experience Cloud Create Case Form
- B- Web-to-Case
- **C-** Contact Request Flow
- D- On-Demand Email-to-Case

#### **Answer:**

D

# **Question 6**

**Question Type:** MultipleChoice

Cloud Kicks supports customers through chat. Service agents have reported multiple instances where customers have used abusive language, Cloud kicks wants to way to prevent abusive customers from starting future chat sessions.

What is the recommended feature to meet the requirement?

### **Options:**

- A- Create a blocking rule.
- B- Enable Assistance Flag Configuration setting.
- **C-** Create sensitive data rules.
- D- Enable Sneak Peek Configuration setting.

#### **Answer:**

D

# **Question 7**

**Question Type:** MultipleChoice

Cloud Kicks pride support to customers across the workd and uses the Lightning experince. Service agents have a set of common responses. Managers would like to consilidate the responses as Quick Text, translate them to multiple languages and share them to the correct groups of service agents.

What should a consulant recommend to meet the requiements?

Options:	0	ons:
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- A- Use translation Workbech to localize each Quick Text.
- B- Set the Organization-Wide default to Public Ready Only.
- **C-** Share the Folder with Quick text for each language.
- D- Share each Quick Text individually to Public Groups.

#### **Answer:**

Α

# **Question 8**

### **Question Type:** MultipleChoice

Cloud Kicks uses the Service Console, Service agents freguently link related cases to each other, Service agents have asked to see the most recent feed activity on the related case without having to manually open the record.

Which feature should a Service Cloud consulatant recommend to improve the user experince?

### **Options:**

- A- Macro to open related cases
- **B-** Customized case hovers
- C- Quick Actions added to the case page
- **D-** Actions and Recommendations component

### **Answer:**

В

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