



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 Resolution 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 Available 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:

B

Question 2

Question Type: MultipleChoice

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

Which methodology should a consultant recommend?

Options:

- A- Extreme Programming
- B- Lean Development
- C- Scrum
- D- Kanban

Answer:

B

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:

C

Question 4

Question Type: MultipleChoice

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

What are two places the messages can be routed to?

Choose 2 answers

Options:

A- Chatter Group

B- Web Chat

C- Einstein Bots

D- Call Center Agent

Answer:

B, C

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.

Options:

- 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 world and uses the Lightning experience. Service agents have a set of common responses. Managers would like to consolidate the responses as Quick Text, translate them to multiple languages and share them to the correct groups of service agents.

What should a consultant recommend to meet the requirements?

Options:

- A- Use translation Workbench 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:

A

Question 8

Question Type: MultipleChoice

Cloud Kicks uses the Service Console, Service agents frequently 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 consultant recommend to improve the user experience?

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:

B

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