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Question 1

Question Type: MultipleChoice

The contact center at Universal Containers wants to reduce call volume and resolution time within Service Cloud.

Which solution should a consultant recommend?

Options:

- A- Email-to-Case
- B- Chat with an agent
- C- Knowledge base

Answer:

C

Explanation:

To reduce call volume and resolution time within Service Cloud, implementing a comprehensive Knowledge base is recommended. Providing customers with access to self-service information through Knowledge articles enables them to find answers to common questions independently, reducing the need for direct contact with service agents and improving overall service efficiency.

Question 2

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 3

Question Type: MultipleChoice

Service agents at Cloud Kicks frequently encounter duplicate cases from the same customers in different channels.

Management would like to provide a method for service agents to handle duplicates and delete one of the cases.

Which action should a consultant recommend?

Options:

A- Enable Case Merge.

B- Set up duplicate rules on Case.

C- Create an autolaunched Flow,

Answer:

A

Explanation:

To address the issue of duplicate cases from the same customers in different channels, enabling the Case Merge feature is recommended. This allows service agents to easily identify and merge duplicate cases, ensuring a consolidated view of customer issues and preventing redundant work.

Question 4

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 5

Question Type: MultipleChoice

Universal Containers wants to direct cases based on the same criteria it applies to Messaging for In-App and Web (MIAW).

Which feature should a consultant recommend?

Options:

- A- Omni-Channel Routing
- B- Milestones & Entitlements processes
- C- Case Assignment rules

Answer:

A

Explanation:

To direct cases with the same criteria applied to Messaging for In-App and Web (MIAW), utilizing Omni-Channel Routing is recommended. This feature enables the distribution of cases based on predefined criteria, ensuring that cases are routed to the appropriate agents or queues for efficient resolution, mirroring the strategy used for MIAW.

Question 6

Question Type: MultipleChoice

The Universal Containers (UC) customer support organization has implemented Knowledge-Centered Support (KCS) in its call center. However, the call center management thinks that agents should contribute new Knowledge articles more often.

What should UC do to address this situation?

Options:

- A-** Measure and reward agents based on the number of new articles submitted for approval.
- B-** Measure and reward agents based on the number of new articles approved for publication.
- C-** Require agents to check a box on the case when submitting a new suggested article.

Answer:

B

Explanation:

To encourage agents to contribute more frequently to the Knowledge base, implementing a system to measure and reward agents based on the number of their articles approved for publication is recommended. This incentivizes quality contributions and ensures that new content meets the organization's standards before being added to the Knowledge base.

Question 7

Question Type: MultipleChoice

Universal Containers (UC) hired agents in an expansion of the contact center. Getting agents up to speed and fully productive is a priority. UC implemented a standardized agent-customer dialog to assist agents.

Which feature should a consultant integrate into the Service Console?

Options:

- A- In-App Guidance
- B- Einstein Next Best Action
- C- Actions & Recommendations

Answer:

B

Explanation:

To assist new agents and enhance productivity, integrating Einstein Next Best Action into the Service Console is recommended. This feature provides agents with contextually relevant suggestions and standardized dialogues based on case details, guiding agents through interactions and ensuring consistent, high-quality customer service.

Question 8

Question Type: MultipleChoice

Universal Containers has tested Skills-Based Routing in a sandbox and is ready to deploy to production.

Which solution should a consultant use to deploy the Service Resources, Skills, and Routing?

Options:

- A- Data Import Wizard
- B- Data Loader
- C- Mass Transfer Records

Answer:

B

Explanation:

For deploying Service Resources, Skills, and Routing configurations from sandbox to production, using Data Loader is recommended. This tool allows for the bulk import, export, and update of data, making it suitable for transferring complex configurations related to Skills-Based Routing and associated records efficiently.

Question 9

Question Type: MultipleChoice

Universal Containers wants to provide its resellers a secure portal where they can share their customer accounts, submit and track the status of their cases, and view reports and dashboards.

Which solution should a consultant recommend?

Options:

A- Employee Community

B- Partner Experience site

C- Customer Experience site

Answer:

B

Explanation:

For providing resellers with a secure portal to share customer accounts, submit and track cases, and view reports, implementing a Partner Experience site is recommended. This solution offers a collaborative platform tailored for partners, enhancing communication, case management, and access to vital information, strengthening the partnership ecosystem.

Question 10

Question Type: MultipleChoice

Cloud Kicks wants to standardize its service key performance indicators (KPIs) for response time and first case closure rates.

Individual service agents, team leaders, regional directors, and the VP of service should see the same KPIs calculated using only the data the user can access.

What is the recommended running user to meet the requirements?

Options:

- A- Dashboard viewer
- B- Team leaders
- C- VP of service

Answer:

A

Explanation:

To standardize service KPIs for users at all levels while ensuring data visibility is based on user access, setting the dashboard running user as 'Dashboard Viewer' is recommended. This approach dynamically calculates KPIs using only the data accessible to the individual viewing the dashboard, ensuring consistency and data security across the organization.

Question 11

Question Type: MultipleChoice

Universal Containers (UC) has deployed a call center using open CTI. Call center agents are organized into four groups reflecting UC's four different product lines. Each group's manager would like a report on their agents' daily call volume, including related case and contact information.

How should the consultant recommend the report be created?

Options:

- A- Build a report on Products with Activities grouped by owner.
- B- Create a Custom Report type with Activities as the primary object.
- C- Customize the My Team's Calls This Week standard report.

Answer:

B

Explanation:

For reporting on daily call volume including related case and contact information for different agent groups, creating a Custom Report Type with Activities as the primary object is advised. This allows for the inclusion of case and contact details in the report, providing a comprehensive view of each agent's call activity and related case interactions.

Question 12

Question Type: MultipleChoice

Cloud Kicks (CK) wants to increase the number of articles in its knowledge base while maintaining article quality. CK plans to allow all service agents to create articles.

What should the consultant recommend to create a vetting workflow to reduce the number of low-quality articles?

Options:

- A- Flow with notifications
- B- Reports and dashboards
- C- Approval process

Answer:

C

Explanation:

To maintain article quality while increasing the number of Knowledge articles, implementing an approval process for article creation is recommended. This process allows for the vetting of articles by subject matter experts or managers before publication, ensuring that

only high-quality content is made available in the knowledge base.

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