

# SERVICE-CLOUD-CONSULTANT<sup>Q&As</sup>

Salesforce Certified Service cloud consultant

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#### QUESTION 1

Universal Containers is setting up a field service dispatch contact center. Which functionality should be considered when designing the contact center? (Choose 2)

- A. Chatter groups for customer
- B. Mobile access to case information
- C. Visibility into service entitlements
- D. Predictive dialer for outbound calls

Correct Answer: BC

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#### QUESTION 2

How can a Contact Center Manager see which Service Representatives have not accepted new Cases recently using the Lightning Service Console?

- A. Omni-Channel Utility Component
- B. Cases report sorted by Rep and Case Owner
- C. Cases report sorted by Rep and Case CreatedDate
- D. Omni-Channel Supervisor tab

Correct Answer: D

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#### QUESTION 3

The VP of Service at Universal Containers wants to make it easier and faster for support reps to send knowledge articles to the customer.

What should a consultant configure to satisfy this request?

- A. Create a macro to send an email with the article to the customer.
- B. Create a workflow email alert to send the article to the customer.
- C. Create an auto-response rule to send the article to the customer.
- D. Create a Lightning email template to send the article to the customer.

Correct Answer: D

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#### QUESTION 4

Due to a recent product recall, Universal Containers has experienced a 50% increase in daily calls to the Contact Center. The Contact Center has increased support to 24x7 with agents working 12-hour shifts. The VP of Service is concerned about the ability to sustain the increased hours and added cost to support the higher call volume.

Which recommendation should the Consultant make in anticipation of higher call volume?

- A. Set up a private Knowledge Base to provide FAQs to customers affected by the recall to defect call.
- B. Set up telephony integration using a CTI adapter for quicker agent access when customers call in, reducing average handle time.
- C. Set up IVR with an automated response for customers affected by the recall to defect calls.
- D. Set up a customer survey for customers calling in to identify the severity and impact of the recall.

Correct Answer: C

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#### QUESTION 5

What are benefits of deploying Knowledge in a high volume Service Cloud portal? (Choose 2)

- A. Replaces the need for an email channel
- B. Eliminates tracking of customer entitlements
- C. Uncovers gaps in the knowledge base
- D. Reduces incoming call volume

Correct Answer: CD

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