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QUESTION 1

You're working on a sales presentation for your customer - universal paper, you might want to add the topic #universal paper in your status update. What does the hashtag do?

- A. Returns a link that returns a post with the same reference
- B. Tag another chatter user
- C. Deletes posts

Correct Answer: A

QUESTION 2

Universal Containers analyzes key performance indicators (KPIs) and discovers that customer satisfaction is decreasing. The company attributes the decrease in customer satisfaction to a low first-call resolution rate. What can be done to improve the first call resolution rate? Choose 2 answers.

- A. Reduce the cost per call
- B. Train support agents
- C. Align agent performance goals with KPIs
- D. Hire additional support agents

Correct Answer: BC

QUESTION 3

Contact Center management must be notified whenever an Open Case has not been touched for 24 hours. Which feature should a Consultant use to meet this requirement?

- A. Process Builder Scheduled Actions
- B. Time-based Workflow Rules
- C. Scheduled Reports
- D. Milestone Actions

Correct Answer: C

QUESTION 4

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

QUESTION 5

Universal Containers's support management team has noticed an increase in wait times over the last several months when customers call in for support. Which two recommendations should a Consultant suggest to help decrease customer wait times? Choose 2 answers

- A. Create reports to analyze call data in order to understand peak times and ensure adequate staffing.
- B. Create a case escalation rules to route high-priority cases directly to supervisors for resolution.
- C. Set up analytical snapshots to capture key case information and create historical trending reports.
- D. Set up a Salesforce Customer Community that will allow customers to create cases online.

Correct Answer: AD

QUESTION 6

What is the primary function of a private branch exchange (PBX)?

- A. To receive multiple calls at one time
- B. To use speech recognition to direct calls
- C. To report the caller's background information
- D. To route calls to different agents

Correct Answer: A

QUESTION 7

Which two solutions should Universal Containers consider to increase Contact Center Agent productivity? Choose 2 answers

- A. Enable templates for written responses.
- B. Increase the number of agents.

- C. Improve the agent interface.
- D. Employ surveys to confirm customer satisfaction.

Correct Answer: AD

QUESTION 8

Which of the following utilize the "Automated Case User" (Choose 3 answers):

- A. When a case is automatically assigned using assignment rules this user is listed in the case history
- B. When an email notification is triggered via workflow this user is listed in the case history
- C. When a case is escalated this user is listed in the case history
- D. When a case is created via Web-To-Case this user is listed in the case history
- E. When a case is created via Email-To-Case this user is assigned as the case owner

Correct Answer: ACD

QUESTION 9

A Global company requires public documents to be translated into multiple languages.

Which implementation should the consultant recommend?

- A. Lightning Knowledge
- B. Classic Knowledge
- C. Salesforce Content
- D. Salesforce Files

Correct Answer: B

QUESTION 10

Universal Containers Executives want to see contact center metrics from each of its different geographic regions. How should a Consultant support this requirement?

- A. Create a Dashboard for each Region.
- B. Create a single Dashboard with a Region filter.
- C. Create a Dashboard for each Case Team.
- D. Create a single Dashboard with a Case Team filter.

Correct Answer: B

QUESTION 11

Universal Containers is training a new set of Service Reps. Part of the training includes handling Live Agent chats from customers. However, it is important that contact center managers monitor the chat sessions to ensure the Service Reps' responses are professional and accurate and to be able to assist when needed.

What Lightning Console feature should a Consultant configure to support this need?

- A. Configure Omni-Channel Supervisor tab and 3rd party access.
- B. Configure Live Agent Supervisor tab and Whisper Messages.
- C. Add the Live Agent Component to the Utility bar.
- D. Configure the SOS snap-in for the Lightning Service Console.

Correct Answer: B

QUESTION 12

Universal Containers wants to let its customers interact real-time with support agents from their computers and mobile devices.

What feature should a consultant recommend to meet this requirement?

- A. Web-to-Case
- B. Embedded Chat Service
- C. Customer Community
- D. Case Assignment Rules

Correct Answer: B

QUESTION 13

Universal Containers wants to reduce incoming support phone call volume. What action can be taken to meet this requirement? Choose 2 answers.

- A. Enable service contracts and entitlements.
- B. Implement Salesforce Console for Service to support agents.
- C. Leverage Live Agent for web-based chat.
- D. Implement Salesforce Knowledge on a portal.

Correct Answer: CD

QUESTION 14

A company would like to implement a solution that would hold service reps accountable to customer Service Level Agreements.

Which two steps should be completed to meet this request? Choose 2 answers

- A. Enable Work Orders.
- B. Create an Entitlement Process.
- C. Set up Milestones.
- D. Configure Service Contracts.

Correct Answer: BC

QUESTION 15

UC is concerned with system performance in its contact center because the number of records has exceeded 40 million. What platform functionality might be affected by the number of contact records?

- A. Contact list view edit time
- B. Contact report run time
- C. Contact view page load time
- D. Contact related list load time

Correct Answer: B

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