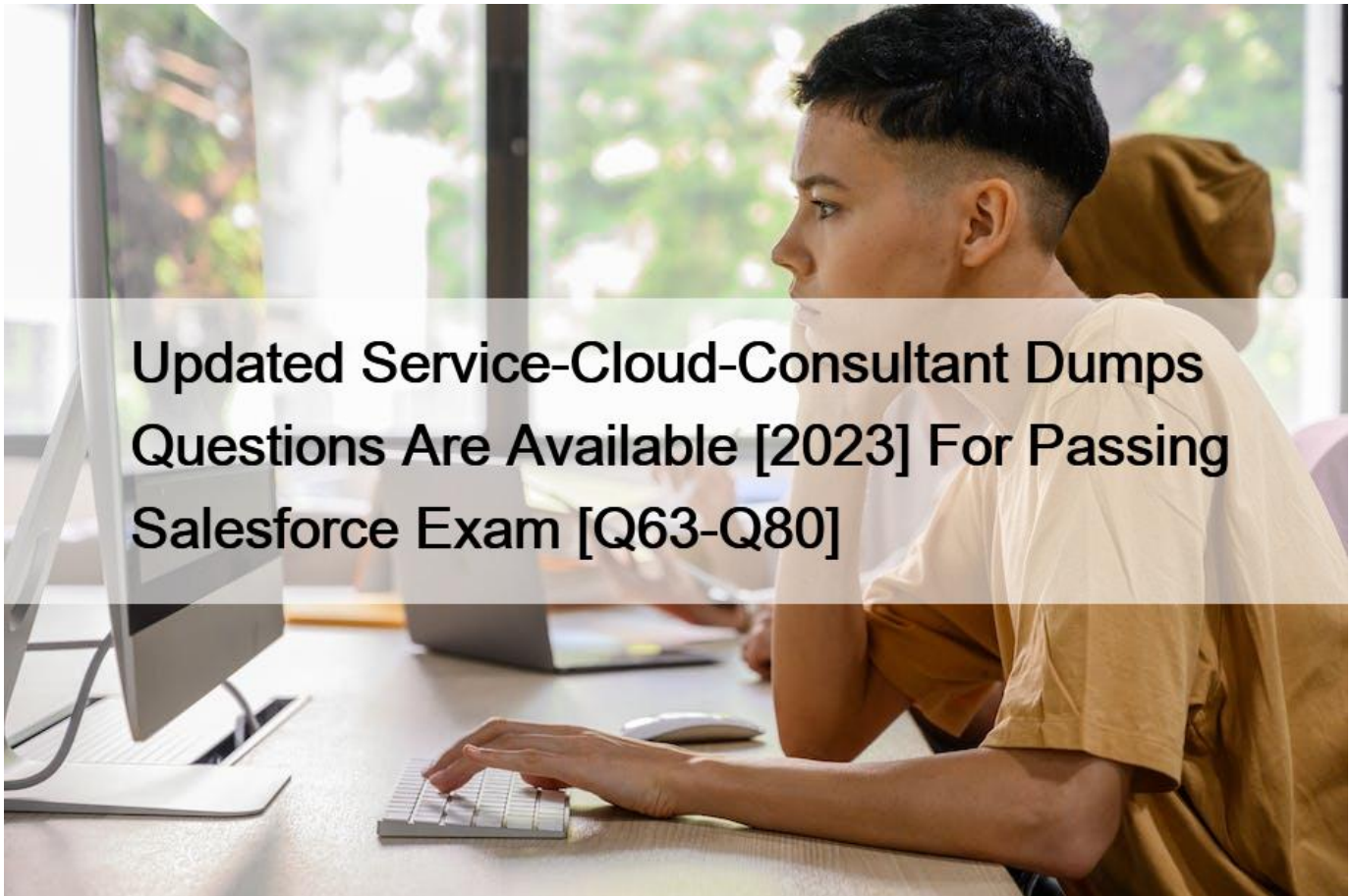


## Updated Service-Cloud-Consultant Dumps Questions Are Available [2023 For Passing Salesforce Exam [Q63-Q80]



Updated Service-Cloud-Consultant Dumps Questions Are Available [2023] For Passing Salesforce Exam  
Free UPDATED Salesforce Service-Cloud-Consultant Certification Exam Dumps is Online

### Who should take the Service-Cloud-Consultant exam

The Salesforce Service Cloud Consultants Service-Cloud-Consultant Exam certification is an internationally-recognized validation that identifies persons who earn it as possessing skilled as a Service Cloud Consultant. If a candidate wants significant improvement in career growth needs enhanced knowledge, skills, and talents. The Salesforce Service Cloud Consultants Service-Cloud-Consultant Exam certification provides proof of this advanced knowledge and skill. If a candidate has knowledge of associated technologies and skills that are required to pass Salesforce Service Cloud Consultants Service-Cloud-Consultant Exam then he should take this exam.

What is the duration of the Service-Cloud-Consultant Exam - Number of Questions: 60- Passing Score: 67%- Length of Examination: 105 minutes- Format: Multiple choices, multiple answers

### Salesforce Service-Cloud-Consultant Exam Syllabus Topics:

TopicDetailsTopic 1- Distinguish the key components that contribute to performance optimization within a design- Explain the factors that influence key contact center metrics, KPIs, and business challengesTopic 2- Given a set of KPIs, determine the appropriate case management solution- How to configure the service entitlements and milestones in SalesforceTopic 3-

Describe the considerations when migrating from Knowledge to Lightning Knowledge- Describe the use cases and functionality for each interaction channel  
Topic 4- Explain the use cases and benefits for different interaction channels-  
Explain the considerations for data migration and data quality

### NEW QUESTION 63

The Universal Containers customer support organization has implemented Knowledge Centered Support (KCS) in its call center. However, the call center management thinks that agents are not contributing new knowledge articles as often as they should.

Which two should the company do to address this situation? Choose 2 answers

- \* Measure and reward agents based on the number of new articles submitted for approval.
- \* Measure and reward agents based on the number of new articles approved for publication.
- \* Create a dashboard that includes articles submitted by agents and approved for publication.
- \* Require agents to check a box on the case when submitting a new suggested article.

### NEW QUESTION 64

For which purpose should a contact center use visual workflow?

- \* To escalate a case to the support manager if it has been open for more than 72 hours.
- \* To automatically assign cases to a specific queue based on the customer support level.
- \* To assign follow-up tasks to an agent one week after a case is closed.
- \* To automate business processes for agents who troubleshoot customer support issues via phone.

### NEW QUESTION 65

Universal Containers is looking for ways to provide more proactive support and to promote its brand on the internet with minimal investment. A consultant recommends installing the Social Customer Service Start Pack.

Which two features should the consultant recommend as part of the deployment?

- \* Select two Twitter or Facebook accounts.
- \* Create and assign permission sets to give agents social account access.
- \* Retrieve Social Studio credentials.
- \* Enable the Moderation feature to automatically create cases from posts.

### NEW QUESTION 66

Universal Containers customer support organization needs to measure the following metrics:

- \* Agent productivity
- \* Customer satisfaction

Which report should a consultant recommend? (Choose 2)

- \* Average handle time
- \* First contact resolution

- \* Average speed to answer
- \* Escalation rate

### NEW QUESTION 67

Universal Containers is implementing the Salesforce Service Cloud in its contact center and has requirements listed below.

- \* 2,000 agents are implemented globally 24/7 operations
- \* Open case data will be migrated from a legacy system
- \* New cases will be created in one system only

Which deployment method should be recommended?

- \* Migrate case data and deploy to all users at office
- \* Migrate agents to Force.com Connect Offline during deployment
- \* Deploy in phases using countries as pilots
- \* Deploy based on the number of trainers available

### NEW QUESTION 68

A Contact Center Manager is implementing a new customer care program and wants to specifically measure customer loyalty.

Which measure can satisfy this requirement?

- \* Customer Satisfaction
- \* Customer Engagement Score
- \* Net Promoter Score
- \* Service-Level Measure

### NEW QUESTION 69

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?

- \* Returns a link that returns a post with the same reference
- \* Tag another chatter user
- \* Deletes posts

### NEW QUESTION 70

Universal Containers wants to offer its customers interactive chat as well as Case processing. The same team of Service Representatives will be handling both types of communication from customers. Which solution should a Consultant recommend to ensure that Service Reps are only assigned an appropriate number of issues?

- \* Omni Channel
- \* Process Builder Assignment
- \* Live Agent
- \* Case Assignment Rules

### NEW QUESTION 71

Universal Containers wants to track customer satisfaction (CSAT). Which solution will automate the process for support agents to survey customers when cases are closed?

- \* Enable the case survey object for the customer portal
- \* Utilize an AppExchange package to handle customer surveys
- \* Create a validation rule for case survey email templates
- \* Modify the user interface settings for the case survey sidebar

#### **NEW QUESTION 72**

Universal Containers wants articles to be suggested to agents based on information they are typing into the case. Which solution should a consultant recommend?

- \* Implement a Salesforce Console for Service and enable the Knowledge sidebar on the case page layout.
- \* Enable the Knowledge sidebar related list on the case page layout.
- \* Enable the Knowledge sidebar setting in the case support settings.
- \* Create a Visualforce page called Knowledge sidebar on the case page layout.

#### **NEW QUESTION 73**

What metrics should a contact center manager consider to measure adoption of Salesforce Knowledge? (Choose 2)

- \* Number of cases escalated by agent
- \* Number of articles created by agent
- \* Number of articles attached to a case
- \* Number of solutions created by agent

#### **NEW QUESTION 74**

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.

- \* Reduce the cost per call
- \* Train support agents
- \* Align agent performance goals with KPIs
- \* Hire additional support agents

#### **NEW QUESTION 75**

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?

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

#### **NEW QUESTION 76**

A report shows average time spent by agents to resolve cases. Nine of twelve agents spend approximately the same time to resolve cases. However, Agent A has a much shorter average time to resolve cases and Agents B and C have a much longer average time to resolve cases. How can the supervisor use this data to drive greater consistency in average time spent by agents across the team?

Choose 3 answers:

- \* Document and share the practices of Agent A with the team via knowledge articles
- \* Lower the target for entire team to that of Agent A
- \* Review case history and activities for Agents B and C
- \* Build a dashboard to display individual performance by agent versus the team goal
- \* Update case assignment rules to route more cases to Agent A

### NEW QUESTION 77

Universal Containers contact center is experiencing increased call volumes due to a growing product

portfolio. What is the recommended strategy to allow the contact center to handle the increased customer

inquiries more efficiently? (choose 1 answer)

- \* Hire contact center representatives that specialize in each of the product categories.
- \* Make contact center representatives accessible 24/7 to distribute the call volume.
- \* Redirect users from the company site to social media forums about the products.
- \* Make knowledge base articles and community answers accessible on its website.

### NEW QUESTION 78

Universal Containers has scheduled a major upgrade to its Customer Community next month. The community is expected to be unavailable for approximately 8 hours. The executive team is concerned about how the upgrade and associated outage will impact customers. Which three measures should the Consultant recommend to ensure transparency during the upgrade process? Choose 3 answers

- \* Publish ongoing updates to the community knowledge base with details about the upgrade.
- \* Communicate information about the upgrade to customers in advance.
- \* Send routine status updates to customers via Chatter during the upgrade.
- \* Replace the default outage page with a custom page containing upgrade information.
- \* Notify customers once the upgrade is completed and full services are restored.

### NEW QUESTION 79

A company frequently has issues with customers that need complex, hands-on technical support with

high-priority issues in difficult-to-visit locales.

What should be recommended for reliable, real-time support to customers with these restrictions?

- \* Customer Community
- \* Field Service Lightning
- \* SOS Video Chat
- \* Salesforce Knowledge

### NEW QUESTION 80

Universal Containers is implementing a Knowledge Base and wants to empower certain managers to create, edit, and manage

articles. All articles should be reviewed by these managers before being published, while some articles need an additional layer of legal review as well. Which three actions should a Consultant recommend to meet these requirements? Choose 3 answers

- \* Grant managers the Manage Salesforce Knowledge permission.
- \* Create at least two different data categories.
- \* Create atleast two different article types.
- \* Create at least two different approval processes.
- \* Grant managers the Manage Data Categories permission.

**Salesforce Exam 2023 Service-Cloud-Consultant Dumps Updated Questions:**

[https://www.braindumpsit.com/Service-Cloud-Consultant\\_real-exam.html](https://www.braindumpsit.com/Service-Cloud-Consultant_real-exam.html)