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Exam : **Service-Cloud-Consultant**

Title : Salesforce Certified Service
cloud consultant

Vendor : Salesforce

Version : DEMO

NO.1 Which feature should a consultant recommend to assign a case to a Tier 2 service queue so the Tier 2 service agent knows how far the Tier 1 service agent had progressed in troubleshooting the case?

- A. Path for Cases
- B. Slack message
- C. Escalation Rules
- D. Case Comments

Answer: A

Explanation:

To provide Tier 2 agents with visibility into the progress made by Tier 1 agents, Path for Cases is the recommended feature. This visual tool guides agents through the stages of case resolution, displaying key fields and statuses.

From the Salesforce documentation:

"Path visually guides agents through the different stages of a case, providing them with the necessary context and guidance at each step. This feature helps in streamlining the handover process and ensures that Tier 2 representatives are immediately aware of the actions taken by Tier 1, enhancing efficiency and case resolution times."

-Salesforce Service Cloud Consultant Guide

Implementing Path for Cases ensures a seamless transition between support tiers, maintaining continuity in customer service and reducing the time needed for Tier 2 agents to get up to speed.

NO.2 Universal Containers wants to automate the process of case creation. While conducting a business process review, the consultant learned that customers sometimes upload digital pictures of the problem.

Following best practices, which solution should a consultant recommend?

- A. Email-to-Case
- B. AppExchange package
- C. Web-to-Case

Answer: A

Explanation:

For automating case creation and accommodating customers who upload digital pictures, Email-to-Case is the best practice solution. It allows customers to send emails with attachments, which are automatically converted into cases, including the digital pictures, streamlining the case creation process and improving response times.

NO.3 Cloud Kicks uses Omni-Channel to route calls, chats, and cases to agents. The contact center manager wants to improve the team's ability to prioritize time-sensitive work while continuing to handle their long-running work.

Which feature should a consultant recommend?

- A. Skills-Based Routing
- B. Interruptible Capacity
- C. Omni-Channel Supervisor
- D. Secondary Routing Priority

Answer: B

performance and staffing adequacy.

These two metrics provide real-time visibility into how surges affect service performance.

Option A measures productivity and resolution but not surge impact.

Option B focuses on post-call metrics, not capacity response.

Referenced Salesforce Materials:

* Service Cloud Consultant Exam Guide - Contact Center Analytics Domain (KPI selection and operational reporting).

* Salesforce Help: "Service Cloud Voice Metrics and Best Practices".

* Salesforce Spring '24 Release Notes - Service Cloud Voice Analytics Enhancements.

NO.11 Universal Support is implementing Service Cloud to replace its legacy ticketing system. The support team is geographically dispersed and consists of customer support users with varying levels of technical expertise.

They are introducing Case Management, Knowledge, and Omni-Channel routing. The Support Manager aims to ensure the rollout proceeds smoothly and that users adopt the new system quickly and efficiently.

How can the Support Manager meet these requirements?

A. Schedule instructor-led training sessions, include role-based scenarios, and implement a phased rollout starting with a pilot group.

B. Launch a full company-wide rollout with a short video tutorial and allow support reps to explore the system independently.

C. Provide sandbox access to all support reps two weeks before launch and encourage peer-to-peer learning without formal training.

Answer: A

Explanation:

According to Salesforce Implementation Best Practices, for complex Service Cloud rollouts (including Case, Knowledge, and Omni-Channel), the optimal approach is to:

* Conduct role-based, hands-on training focused on real-life scenarios.

* Use a phased rollout strategy, starting with a pilot group to collect feedback and refine processes before full deployment.

This minimizes disruption, builds confidence, and supports adoption across varying skill levels.

Option B and C lack structure, training depth, and change management alignment.

Referenced Salesforce Materials:

* Service Cloud Consultant Exam Guide - Implementation Strategies Domain.

* Salesforce Help: "Plan User Enablement and Phased Rollouts."

* Salesforce Project Delivery Framework - Adoption and Training Best Practices.

NO.12 Cloud Kicks will use the Salesforce Knowledge Article Importer to migrate existing articles from another knowledge base. The current knowledge base includes how-to guides written in HTML. What is the recommended method to import the how-to guides into Salesforce Knowledge?

A. Change the HTML format first to support subfields.

B. Create an HTML file for each rich text area field.

C. Modify the import parameters to specify HTML encoding.

Answer: B

Explanation:

For importing how-to guides written in HTML into Salesforce Knowledge, creating an HTML file for each rich text area field in the Knowledge article format is recommended. This method ensures that the HTML content is properly mapped and displayed within Salesforce Knowledge articles, preserving the formatting and structure of the original guides.

NO.13 Universal Containers recently deployed a Salesforce Knowledge implementation and wants to evaluate the quality of the articles being produced.

What should the consultant recommend to gather information efficiently on Knowledge article usefulness?

- A. Develop custom Knowledge reports and dashboards.
- B. Create a review board to evaluate and manage Knowledge articles.
- C. Install the Knowledge Base Dashboards & Reports AppExchange package.

Answer: C

Explanation:

To efficiently gather information on Knowledge article usefulness, installing the Knowledge Base Dashboards

& Reports package from Salesforce AppExchange is advisable. This package provides pre-built reports and dashboards designed specifically for Salesforce Knowledge, enabling quick insights into article performance, usage, and feedback, facilitating continuous improvement in Knowledge management.

NO.14 A Service Cloud Consultant is tasked with creating a dashboard in Salesforce for Cloud Kicks executives. The dashboard needs to provide insights that will assist in decision-making.

- A. Omni-Channel Analytics detailing specific paths and routing types
- B. Service & Support Dashboards from AppExchange
- C. CTI analytics reports with wait times and handle times

Answer: B

Explanation:

Service & Support Dashboards from AppExchange are prebuilt analytics solutions designed by Salesforce to provide executives with key insights into service operations-such as case volume, backlog, response time, and customer satisfaction metrics. These dashboards are optimized for decision-making and align with standard Salesforce data models.

Option A (Omni-Channel Analytics) focuses on routing and agent utilization, which are more operational metrics than executive-level KPIs.

Option C (CTI reports) provide telephony insights but are too narrow for strategic management dashboards.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.
- * Salesforce AppExchange Listing: "Service & Support Dashboards."
- * Salesforce Help: "Use Prebuilt Dashboards for Service Cloud Insights."

NO.15 Cloud Kicks provides support to customers in email, social, and chat channels. Managers want to find a way to improve service agent efficiency.

A recent study found agents spend a lot of time searching for articles, manually copying text from the article, and pasting it into responses.

What should a consultant recommend as a solution?

- A. Set up quick text options in the utility bar to add article links.
- B. Configure Lightning Knowledge component and related list actions.
- C. Configure Lightning Knowledge component to auto attach article PDF.

Answer: B

Explanation:

To improve agent efficiency in finding and using articles, configuring the Lightning Knowledge component and related list actions is advisable. This setup allows agents to easily search for, preview, and insert links to relevant Knowledge articles directly into their responses without leaving their workspace. This streamlined approach reduces the time spent on manual copying and pasting, enhancing productivity and ensuring consistent use of approved content.

NO.16 Universal Containers (UC) is in the process of setting up Experience Cloud. UC needs to give customers access to their agreed upon response times via the portal.

Which solution should a consultant recommend?

- A. Milestones
- B. Service Contracts
- C. Maintenance Plans

Answer: B

Explanation:

To provide customers with access to their agreed-upon response times via the portal, configuring Service Contracts in Experience Cloud is advisable. Service Contracts can detail the specific service levels agreed upon, and making this information accessible through the portal ensures transparency and sets clear expectations for service delivery.

NO.17 Cloud Kicks uses Omni-Channel to route cases to service reps based on location. At times, certain locations are over capacity while other locations have available capacity. Managers would like the ability to respond to these situations.

What should a consultant recommend as a solution?

- A. Use Omni-Channel Skills-Based Routing to expedite case resolution.
- B. Configure an Overflow Assignee in Omni-Channel Routing.
- C. Use Omni Supervisor to change reps' queues.

Answer: C

Explanation:

Omni-Supervisor allows service managers to monitor agent workload, queue utilization, and routing capacity in real time. Using Omni-Supervisor, managers can manually reassign work, adjust queue capacity, or redirect cases to other agents or queues when one location is over capacity.

This aligns with the Interaction Channels domain of the Service Cloud Consultant Guide, which highlights Omni-Supervisor as the recommended tool for real-time load balancing and operational adjustments.

Option A (Skills-Based Routing) improves matching efficiency but doesn't allow dynamic response to live capacity issues.

Option B (Overflow Assignee) routes unassigned cases to a single fallback user, not a scalable solution for multi-location capacity management.

Referenced Salesforce Materials:

* Service Cloud Consultant Exam Guide - Interaction Channels Domain (Omni-Channel and Supervisor

capabilities).

* Salesforce Help: "Monitor and Manage Agents with Omni-Supervisor".

* Salesforce Winter '23 Release Notes - Omni-Channel Enhancements (real-time monitoring and manual reassignment).

NO.18 A manager would like information on which Knowledge articles are used most often by call center agents.

Which report should a consultant use to identify the Knowledge articles that are used most often?

- A. Knowledge articles with the most revisions
- B. Knowledge articles with the highest ratings
- C. Number of Knowledge articles attached to Cases

Answer: C

Explanation:

To identify which Knowledge articles are used most often by call center agents, creating a report that tracks the number of Knowledge articles attached to cases is recommended. This provides insights into which articles are most frequently utilized in case resolutions, informing content optimization and training efforts.

NO.19 Universal Containers (UC) is implementing an Agentforce Service Agent for its customer portal. UC needs the AI agent to answer complex customer questions by drawing information from their existing Salesforce Knowledge base, which contains articles with specific, well-defined fields for product dimensions and material specifications.

Which feature is needed to connect the AI agent to the Salesforce Knowledge base?

- A. Agentforce Data Library
- B. Einstein Search for Knowledge
- C. Knowledge component in Experience Builder

Answer: A

Explanation:

The Agentforce Data Library is the key feature that connects Agentforce Service Agent to trusted, structured data sources such as Salesforce Knowledge. It allows grounding of the AI agent's generative responses on company-verified knowledge articles, ensuring accuracy and trustworthiness when the agent answers complex or technical customer queries (such as product dimensions and specifications).

This configuration ensures that the AI references internal, structured Knowledge data fields rather than generating unverified responses.

Option B (Einstein Search for Knowledge) enhances search results but does not integrate with AI grounding.

Option C (Knowledge component in Experience Builder) only exposes articles to users-it does not enable generative AI to query or reference the Knowledge base.

Referenced Salesforce Materials:

* Salesforce Spring '24 Release Notes - Agentforce Data Library Enhancements for Knowledge Grounding.

* Service Cloud Consultant Exam Guide - Interaction Channels Domain.

* Salesforce Help: "Connect Agentforce Data Library with Salesforce Knowledge."

fosters teamwork and enables faster resolution of issues that require input from multiple experts.

NO.29 Cloud Kicks has a Service Cloud implementation with several channels. Executives want quick access to agent, team, and call center key performance indicators (KPIs). Service managers need to see data about their teams as well.

How should the consultant display the data quickly?

- A.** Create reports from Cases and display on a dashboard.
- B.** Migrate the data to a data lake and request a dashboard.
- C.** Use Einstein Analytics for Service Cloud,

Answer: C

Explanation:

For providing executives and service managers with quick access to agent, team, and call center KPIs, utilizing Einstein Analytics for Service Cloud is recommended. This solution offers advanced analytics and visualization capabilities, enabling the creation of dashboards that provide real-time insights tailored to different organizational levels, based on their data access.