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

Salesforce Certified Service cloud consultant

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**QUESTION 1**

A manager has noticed an increase in average case age. This is negatively impacting customer satisfaction. The manager wants to compare the amount of time that cases have spent within each status during their lifecycle. Which reporting solution should be recommended?

A. Create a report using the Case Lifecycle report type.

B. Create a report using the Case Age report type.

C. Create a report using the Case Historical Trending report type.

D. Create a report using the Case Snapshot report type.

Correct Answer: A

**QUESTION 2**

If you delete a case, which two also get deleted? (Choose two answers)

A. Account

B. Solution

C. Event

D. Attachments

Correct Answer: CD

**QUESTION 3**

A recent review of customer satisfaction surveys revealed the support center does a poor job of upseting new products to customers. Customers report dissatisfaction when calling for troubleshooting, billing, enrollment, or similar issues and receiving a sales pitch. However, customers that have been upsold new products are two times more likely to remain a customer.

What is the recommended method to ensure upselling only occurs when customers are likely to be receptive to the offer?

A. Validation Rules

B. Einstein Next Best Action

C. Service Analytics Predictions

D. Einstein Reply Recommendations

Correct Answer: D

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**QUESTION 4**

What should a consultant recommend to ensure chat requests contain enough information for reps to effectively respond?

A. Customize the lightning console that page.

B. Configure a chat validation rule.

C. Customize the pre-chat form.

D. Configure lightning guided engagement.

Correct Answer: C

**QUESTION 5**

Universal Containers is implementing a CTI solution for its inbound service and support contact center. Currently, the company handles only existing customers with support issues. The contact center manager has been tasked with improving sales for the premier support offering. What key metrics can be expected to improve following the CTI implementation? (Choose 2)

A. Average days to close

B. Average handle time

C. First call resolution

D. Abandon rate

Correct Answer: CD

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