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

Salesforce Certified Service cloud consultant

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**QUESTION 1**

UC has a telemarketing contact center with agents who cold-call prospects and follow-up on prospects that have been routed to them. Which metric should UC consider when designing the contact center? Choose 2 answers.

A. Number of outbound calls per day

B. Number of closed cases

C. Number of lead referrals

D. Number of attempts to contact

Correct Answer: AD

**QUESTION 2**

Cloud Kicks (CK) recently implemented Knowledge Centered Support to improve the expertise of its agents. The pilot focused on creating articles for the most common support topics. After the pilot, customer satisfaction has improved and average call time has decreased. To continue improving KPIs, CK wants to know where to focus its efforts next.

Which Knowledge dashboard should a consultant use?

A. Most Revised Articles

B. Most Linked Articles

C. Top Articles sorted descending

D. Search Activity Gaps

Correct Answer: B

**QUESTION 3**

A team of publishers has created and published articles in Salesforce knowledge. The manager of the help desk describe articles are useful to agents. Which reports can the help desk manager use to determine the quality of the articles? Choose 2 answers

A. Report on the articles followed in Chatter

B. Report on agent ratings on articles

C. Report on agent feedback on articles

D. Report on the articles attached to cases

Correct Answer: BD

**QUESTION 4**

Universal Containers has implemented a call-based response system. The call wait time has become too long and customer service is being affected. Management would like to find a way for their agents to handle more customer transactions per day.

Which two features should a Consultant recommend? Choose 2 answers

A. Facebook Messaging

B. Escalation Rules

C. Chat

D. Case Auto-Response

Correct Answer: CD

**QUESTION 5**

Which feature should a Consultant recommend to allow a Tier 2 Service Representative to take over case processing from Tier1 and know how far Tier1 had progressed in troubleshooting?

A. Service Console Macros

B. Lightning Guided Engagement

C. Path for Cases

D. Lightning Flow Component

Correct Answer: B

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