

Exam Questions Service-Cloud-Consultant

Salesforce Certified Service cloud consultant (SP19)

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NEW QUESTION 1

Universal Containers wants to ensure the contracted service level requirements for its clients are being met. What should be configured to meet this requirement?

- A. Entitlement processes, milestones, milestone actions, and entitlements
- B. Entitlement processes, contracts, contract line items, and entitlements
- C. Entitlement processes, contract line items, milestones, and entitlements
- D. Entitlement processes, contracts, milestones, and milestone actions

Answer: A

NEW QUESTION 2

Universal Containers has an active presence on Twitter and Facebook. Customers' requests from these social media channels should be responded to by support agents.

What should a consultant recommend to meet this requirement?

- A. Social Persona for Twitter and Facebook.
- B. Social Media Marketing message tagging.
- C. Social Customer Service for Twitter and Facebook.
- D. Einstein Bot social queues.

Answer: C

NEW QUESTION 3

Universal Containers wants to unify channels and manage agent workload with Omni-Channel routing. What required step should a consultant address before configuring Omni Channel?

- A. Customize service channel settings to define how the organization receives work from various
- B. Create a Salesforce Case to have Omni-Channel enabled.
- C. Create the necessary objects in Salesforce.
- D. From Setup, select Omni-Channel Settings and Select Enable Omni-Channel.

Answer: D

NEW QUESTION 4

The Universal Containers sales team has been so successful in signing new customers that the support team is unable to provide same-day customer assistance. What should a consultant recommend to address this problem?

- A. Limit Customers to 5 Cases per day.
- B. Provide a self-help Customer Community
- C. Add more support phone lines.
- D. Ask sales reps to respond to support Cases

Answer: B

NEW QUESTION 5

How can a Contact Center Manager see which Service Representatives have not accepted new Cases recently using the Lightning Service Console?

- A. Omni-Channel Utility Component
- B. Cases report sorted by Rep and Case Owner
- C. Cases report sorted by Rep and Case CreatedDate
- D. Omni-Channel Supervisor tab

Answer: D

NEW QUESTION 6

The Vice President (VP) of Customer Support for Universal Containers has issued a mission statement that "We will empower our customers to interact with us in the way of their choosing." Universal Containers has recently deployed a new toll-free interactive voice response (IVR) system and knowledgebase. The VP has asked the management team to make additional system enhancements to fulfill this mission statement. Which three should the consultant recommend to achieve the mission statement? Choose 3 answers

- A. Replace the existing "Chat Now" button on the Customer Community with a toll-free phone number.
- B. Create a central "Contact Us" page which provides access to all available channels.
- C. Enforce that customers must search the knowledgebase before they can see the Contact Us page.
- D. Optimize the customer community for mobile devices to have access to the same support as desktops.
- E. Enable customers to be emailed FAQs by accessing the interactive voice response 24 hours per day.

Answer: BCD

NEW QUESTION 7

Universal Containers wants to unify channels and manage agent workload with omni-channel routing. What required step should a consultant address before configuring omni channel? What required step should a consultant address before configuring omni channel?

- A. Create SF cases to have omni channel enabled
- B. Create the necessary objects in SF
- C. Customize service channel settings to define how the org receives work from various sources

D. From setup select omnichannel and select enable omni channel

Answer: D

NEW QUESTION 8

Agents at Universal Containers are required to update the case status to Waiting for Customer after they send an email to the case contact. Support Managers are noticing that many Agents are forgetting to perform this step. What should a consultant recommend to address this problem?

- A. Configure Process Builder
- B. Activate a Validation Rule
- C. Define Case Escalation Rules
- D. Create a Case Macro

Answer: D

NEW QUESTION 9

Which feature should a consultant recommend to allow a tier 2 service representative to take over case processing from tier 1 and know how far tier 1 had progressed in troubleshooting?

- A. Lightning Row Component
- B. Lightning Guided Engagement
- C. Service Console Macros
- D. Path for Cases

Answer: B

NEW QUESTION 10

Universal Containers wants to deploy the Service Cloud to its contact centers located across North America, Europe, and Asia. The company wants standardized contact center processes and reporting implemented in its centers worldwide. Which approach should a consultant recommend in this scenario?

- A. Assign a global team of experienced agents and leaders to create a common design template and report structure.
- B. Assign teams in each major contact center to design a solution unique to its needs and have an analyst build a combined report.
- C. Recommend utilizing out-of-the-box functionality to reduce cost and ensure one worldwide process and reporting.
- D. Recommend that the VP of Worldwide Support design a global template to provide a clear vision and standardization.

Answer: A

NEW QUESTION 10

vp of service at universal containers wants to make it easier and faster for support reps to send knowledge articles to customers. What should a consultant configure to satisfy this request ?

- A. Create a macro to send an email with the article to customer
- B. create an auto response rule to send the article to teh customer
- C. create a workflow email alert to send the artilce to the customer
- D. create a lightning email template to sned artilce to customer

Answer: D

NEW QUESTION 15

UCs is implementing Salesforce Knowledge at its contact center. The contact center has a dedicated support team for each product that it supports. Contact center agents should only be able to view articles for the product they support. What solution should a consultant recommend to meet this requirement?

- A. Assign team-based roles to the associated product article types
- B. Assign team-based profiles to the associated product article types
- C. Assign team-based roles to the associated product data category value
- D. Assign team-based profiles to the associated product data category value

Answer: C

NEW QUESTION 19

Cloud Kicks (CK) wants to increase the number of articles in its knowledge base while maintaining article quality. CK plans to allow all service agents to create articles. The company would like a recommendation on how to maintain its article quality. What is the recommended method to meet the requirements?

- A. Smart Links
- B. Apex Trigger
- C. Approval Process
- D. Article Translation

Answer: A

NEW QUESTION 20

Universal Containers wants to display a history of all of today's changes to a case in the order that occurred on a single page view. This requirement includes

comments, emails, and edit to case fields. What tool should a consultant recommend to implement this requirement?

- A. Auto launch flow
- B. Salesforce Console for Service
- C. Visualforce custom page Questions & Answers PDF Page 6
- D. Process Builder

Answer: B

NEW QUESTION 21

the support manager at universal containers wants to see monthly historical metrics for first call resolution by call center and agent. Which reporting should consultant recommend

- A. DynamicDahsbaord by Call Center
- B. Reporting Snapshots by call center
- C. Report Subscriptions by call center
- D. Case report grouped by call center

Answer: B

NEW QUESTION 24

A recent analysis of cases at Cloud Kicks (CK) revealed a high percentage of simple cases such as password resets and order inquiries. In order to reduce the number of cases created, CK wants to provide customer self-service in the following channels: web, SMS, Facebook Messenger, and WhatsApp. What is the recommended case deflection solution?

- A. Chat for Web and In-App
- B. Digital Engagement Messaging
- C. Social Customer Service
- D. Einstein Bo

Answer: C

NEW QUESTION 25

service representatives are complaining that their lightning service console is too crowded Making it difficult to find tab and features required. After reviewing service console all configured features are required.

- A. Define criteria-based record page components
- B. Create multiple console layouts
- C. Enable keyboard shortcuts
- D. Configure Macros

Answer: C

NEW QUESTION 26

Universal Containers is migrating from Classic Knowledge to Lightning Knowledge using the Lightning Knowledge Migration Tool and noticed that none of the Article file attachments were migrated. How can a Consultant migrate the file attachments?

- A. Upload the files as Documents, then relate them to the migrated Articles.
- B. Use the Lightning Knowledge Migration Tool and choose 'include files'.
- C. Use the Files Related List on each article to add files to your articles.
- D. Post the Files to the Chatter Feed on each Article.

Answer: A

NEW QUESTION 28

Universal Containers (UC) hired in an expansion of the contact center. Getting agents up to speed and fully productive is a priority UC implemented a standardize agent-customer dialog to assist agents.

Which two features should a consultant integrate into the Service Console? Choose 2 answers

- A. Lightning Process Builder
- B. Interaction Log
- C. Lightning Row for Service
- D. Path for Cases

Answer: BC

NEW QUESTION 32

A recent survey at Cloud Kicks (CK) shows a decrease in customer satisfaction due to the length of time it takes to resolve cases. A case analysis shows many similar cases that can be solved quickly with the same set of steps. CK has already enabled Knowledge Management. What is the recommended method to decrease the time it takes to close cases?

- A. Create Synonym Groups.
- B. Create Article Translation.
- C. Enable Suggested Articles.
- D. Add Data Category Groups.

Answer: C

NEW QUESTION 36

A manager would like information on the knowledge base searches conducted by customers and call center agents. Which two metrics are useful for identifying knowledge article effectiveness?

Choose 2 answers

- A. Knowledge search query with no results.
- B. Knowledge articles with the lowest rating.
- C. Number of knowledge articles in each data category.
- D. Knowledge articles created by call center agents.

Answer: AB

NEW QUESTION 39

universal containers has regional contact centers around the world. Support Managers have asked to see support metrics for their region by default. Which two strategies should a consultant recommend?

- A. Dashboard folder sharing
- B. Org wide default for cases set to private
- C. Dynamic dashboards
- D. Case Object permissions set to create and read

Answer: BC

NEW QUESTION 44

Universal Containers wants customers to have the ability to log cases with structured data and route based on Urgency and Product Line. How should a Consultant accomplish this?

- A. Standard Email-to-Case with assignment rules
- B. Lightning Email with web routing prioritization
- C. Omni-Channel with prioritized queues
- D. Standard Web-to-Case with assignment rules

Answer: A

NEW QUESTION 49

Universal Containers wants to automate case management for the web support team. When new cases come in from the website they should be routed to the support team to work in the order that they are submitted. Which approach should a Consultant implement?

- A. Lightning Component
- B. Contact Request flow
- C. Direct Messaging
- D. Case queues

Answer: B

NEW QUESTION 50

Support Managers have requested the ability to provide real-time feedback to Agents during customer chat sessions.

- A. Push Notifications
- B. Case Feed
- C. Omni-channel Supervisor
- D. Next Best Actions

Answer: C

NEW QUESTION 53

Cloud Kicks wants to standardize its service KPIs for response time and first case closure rates. Individual service agents, team leaders, regional directors, and the VP of service should see the same KPIs calculated using only the data the user can access. What is the recommended running user to meet the requirements?

- A. Let the dashboard viewers choose
- B. The user creating the dashboard
- C. The VP of service
- D. The dashboard viewer

Answer: D

NEW QUESTION 55

Universal Containers is using the Lightning Service Console for managing cases and wants to add a softphone to enable click-to-call capability. Which three configurations are needed for the softphone to work in Salesforce? Choose 3 answers

- A. Install an adapter from AppExchange to work with third-party CTI systems.

- B. Enable Live Agent in their community to chat with an agent.
- C. Assign the correct Salesforce users to the Call Center.
- D. Create a softphone layout and assign to user profiles.
- E. Assign the Salesforce CTI license to Salesforce users.

Answer: ACD

NEW QUESTION 56

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.

Answer: BC

NEW QUESTION 61

Universal Containers wants to maintain Service Level Agreements on its customer cases. Customers are provided different service levels based on their Services agreement. The VP of Customer Service wants to use Service Cloud to track and ensure senior management is alerted when cases have NOT completed certain stages.

Which Service Cloud feature should the Consultant recommend to address this requirement?

- A. Salesforce Console
- B. Entitlements and Milestones
- C. Case Escalation
- D. Case Assignment

Answer: B

NEW QUESTION 62

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

Answer: B

NEW QUESTION 65

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

Answer: CD

NEW QUESTION 67

to help service agents more accurately respond to cases universal containers wants a list of relevant knowledge articles to be displayed on case record page.

- A. Add the knowledge related list to the case record page
- B. Add the knowledge tab to the service console
- C. Add knowledge component to case record page
- D. Add knowledge data categories to each case

Answer: C

NEW QUESTION 71

The contact center at Universal Containers offers support through phone, email, public website, and a Community. The contact center manager wants to demonstrate the success of recent self-service initiatives to executive management. Which two reports should the contact center manager present to executive management? Choose 2 answers

- A. Number of cases closed by self-service users.
- B. Average call handle time by team.
- C. Number of Knowledge articles created each month.
- D. Number of cases created using Communities by month.

Answer: AD

NEW QUESTION 72

Agents at universal containers are required to update the case status to waiting for customer after they send an email to the case contact. Support managers are noticing that many agents are forgetting to perform this step. What should a consultant recommend to address this problem.

- A. Define case escalation rules
- B. Configure flow Builder /Process Builder
- C. Activate a validation rule
- D. Create a Case Macro

Answer: B

NEW QUESTION 76

Universal Containers is planning to provide different levels of support to customers in order to ensure its Agents are working within the confines of the Service Level Agreement. Which feature should the Consultant consider?

- A. Omni-Channel
- B. Entitlements
- C. Case Escalation
- D. Case Milestones

Answer: B

NEW QUESTION 81

Universal Containers has completed development and testing of its Service Cloud implementation and plans to migrate functionality from the sandbox environment to the production environment.

What should be used for migration functionality?

- A. Visual Studio Code and change sets
- B. Mass Transfer Records, change sets, and Visual Studio Code
- C. Visual Workflow, data loader, and Force.com IDE
- D. Data loader, change sets, and Force.com Excel Connector

Answer: A

NEW QUESTION 83

A Service Rep transfers a Live Agent Chat to another Rep. Which two things will happen?

- A. The Customer is shown the new Rep's name
- B. Both Service Reps can chat with the customer
- C. The chat transcripts and case are transferred
- D. The Customer doesn't know they were transferred

Answer: AC

NEW QUESTION 87

Service Console users work on dozens of cases at one time, and often need to update a case they worked on earlier in the day.

What configuration should a consultant recommend?

- A. Keep all open in tabs.
- B. Use a second Console session.
- C. Define a custom List View.
- D. Add History to the Utility bar.

Answer: D

NEW QUESTION 90

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