Salesforce

Exam Questions Service-Cloud-Consultant

Salesforce Certified Service cloud consultant (SP19)

NEW QUESTION 1
- (Exam Topic 1)
Universal Containers wants to import articles from a previous database into their new Salesforce Knowledge Implementation. Many of their "How To" articles have images that must be migrated.
Which statement is true about migrating images into Salesforce Knowledge?

A. Ensure that each image does NOT exceed the maximum of 25 MB
B. Upload the images into Salesforce prior to importing the articles
C. Convert all images to .jpeg, as this is the only supported file type
D. Include images in an .html file using the image tag and src attribute

Answer: D

NEW QUESTION 2
- (Exam Topic 1)
Universal Containers would like to implement Omni Channel within Service Cloud for their representatives.; What is the first step an Administrator is required to perform in order to configure Omni Channel?

A. Assign Users to Omni Channel permissions
B. Enable Omni Channel by clicking Settings in Setup
C. Assign Users to the Omni Channel Feature License
D. Contact Salesforce to have Omni Channel enabled

Answer: B

NEW QUESTION 3
- (Exam Topic 1)
Universal Containers has tested skills-based routing in a sandbox and is ready to deploy to production. Which two deploy solutions should a consultant to ensure skills-based routing is operational in Production?

A. Change Sets
B. Mass Transfer Records
C. Data Import Wizard
D. Data Loader

Answer: AB

NEW QUESTION 4
- (Exam Topic 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 5
- (Exam Topic 1)
A contact center manager wants to measure the impact of a new customer care program. What can be used to measure an increase in customer satisfaction?
Choose 2 answers.

A. Service level agreement
B. First call resolution
C. Average handle time
D. Customer satisfaction survey

Answer: BD

NEW QUESTION 6
- (Exam Topic 1)
What should a Consultant recommend to ensure Live Agent chat requests contain enough information for Reps to effectively respond?

A. Configure Lightning Guided Engagement.
B. Configure a Live Chat Validation Rule.
C. Customize the Pre-chat form.
D. Customize the Lightning Console chat page.

Answer: C

NEW QUESTION 7
- (Exam Topic 1)
A Service Manager has just configured Live Agent at a company site. Now, the Agents cannot see the Live Agent footer component in the console.
Which configuration option should be verified?

A. verify that users have access to the Live Agent chat buttons.
B. Verify that users have access to the Live Agent public group.
C. Verify that users are assigned the Live Agent feature license.
D. Verify that users are assigned the Live Agent user profile.

Answer: D

NEW QUESTION 8
- (Exam Topic 1)
Universal Containers' customer support management wants to provide proactive communications to customers who are likely to provide low customer satisfaction (CSAT) scores
Which two customer-related metrics should the customer support management analyze? Choose 2 answers

A. High priority cases opened by account month-to-date
B. Time spent by account year-to-date
C. Escalated cases by account month-to-date
D. New cases opened by account channel

Answer: AC

NEW QUESTION 9
- (Exam Topic 1)
A company wants to publish Knowledge articles to its Customer Community. The articles should be organized for easy navigation by Community members. What should a Consultant recommend?

A. Define Article Types with Public Sharing Settings.
B. Define Data Categories with Custom Visibility.
C. Define Topics for each Knowledge article.
D. Define a Custom Field to identify the Subject.

Answer: C

NEW QUESTION 10
- (Exam Topic 1)
Universal Containers recently implement Service Cloud. The Support Manager notices that cases are being distributed unevenly across the team.
What should the consultant recommend to address this problem

A. Configure Case Assignment Rules to use Queues.
B. Configure Omni-Channel Routing Model as Most Available.
C. Configure Case Assignment Rules to use Users.
D. Configure Omni-Channel Routing Model as Least Active.

Answer: B

NEW QUESTION 10
- (Exam Topic 1)
After migrating from Knowledge to Lightning Knowledge, Authors are unable to create FAQ article type, but can successfully create Install Notes articles type.
Support Managers have confirmed that articles of types FAQ exist in Production.
How should a consultant correct this problem

A. Grant Authors access to the FAQ article type.
B. Set article Org Wide Default to Public ReadWrite.
C. Add Authors to the FaQ Data Category.
D. Grant Authors access to the FaQ record type

Answer: D

NEW QUESTION 13
- (Exam Topic 1)
A consultant has been hired to integrate a client's phone system with the Salesforce Service Console. What are two key considerations for this integration?
Choose 2 answers

A. CTI Adapter configuration
B. Lightning Console enablement
C. Call Center Definition File creation
D. Service Console case creation configuration

Answer: AC

NEW QUESTION 14
- (Exam Topic 1)
What statement is true about the Salesforce Knowledge article lifecycle?

A. Approval process CANNOT allow publishing of articles that have specific validation statuses
B. Article permission sets allow agents to participate in the article publishing process
C. Articles CANNOT be published until they are reviewed and validated by a qualified author
D. Knowledge uses public groups as a way to assign users to specific tasks related to articles

Answer: B

NEW QUESTION 19
- (Exam Topic 1)
Universal Containers has recently set up an email-to-case channel for customers to submit case. However, they are having trouble tracking and relating email responses to the related Salesforce case.
What should a Consultant recommend to address this issue?

A. Insert a reference Thread ID in the email subject template
B. Use Omni-Channel to automatically route inbound email
C. Assign a user to manually manage incoming email
D. Convert to an On-Demand Email-to-Case setup

Answer: A

NEW QUESTION 22
- (Exam Topic 1)
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 tor Twitter and Facebook.
B. Social Media Marketing message tagging.
C. Social Customer Service for Twitter and Facebook.
D. Einstein Bot social queues.

Answer: A

NEW QUESTION 27
- (Exam Topic 1)
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?

A. Omni Channel
B. Process Builder Assignment
C. Live Agent
D. Case Assignment Rules

Answer: A

NEW QUESTION 32
- (Exam Topic 1)
Universal Containers wants to measure the efficiency of its contact center. Which three metrics should the contact center manager analyze? Choose 3 answers

A. Number of open cases per day
B. Number of new customers added
C. Number of closed cases on first call
D. Average number of days to close cases
E. Number of cases escalated

Answer: ADE

NEW QUESTION 37
- (Exam Topic 1)
At Universal Containers, a support agent dedicated to one customer regularly handles complex
integration-related cases. In these cases, the agent collaborates with Universal Containers product development team and the client's system integration. What would the consultant recommend to expedite the handling of these cases?

A. Build a repository of Knowledge articles related to integration and share it with the customer.
B. Enable Chatter case feed and add product development team members to the case team.
C. Create a related child case and assign the child case to the product development team.
D. Create a private Chatter group with customers and invite key individuals to join the group.

Answer: D

NEW QUESTION 38
- (Exam Topic 1)
Universal Containers plans to migrate its existing knowledge base into Salesforce Lightning Knowledge. Which three statements should be considered?
Choose 3 answers

A. Attachments and .html files in Classic Knowledge are moved to the Files object.
B. Visualforce pages refer to Classic article types.
C. Each article must be associated to a record type.
D. Approval process history migrate to Lightning Knowledge.
E. Article numbers change during migration.

Answer: ACD

NEW QUESTION 39
- (Exam Topic 1)
The Service Manager at universal Containers manages three teams. Each team provides support for the specific product. Agents have concerns about seeing search results for other products when searching the knowledge base. The service manager originally provided the teams with full access to the articles.
Which solution will ensure each team sees only the relevant article type for their product?

A. Create an article action for each record type and assign them to each team based on their product specialization
B. Create a permission set for each record type and assign them to each team based on their product specialization
C. Create a page layout for each article type and assign them to each team based on their product specialization
D. Create a data category for each product and assign them to each team bases on their product specialization

Answer: D

NEW QUESTION 40
- (Exam Topic 1)
Universal Containers recently deployed a Salesforce Knowledge implementation, but is looking to evaluate the quality of the articles being produced.
What should the Consultant recommend to gather information on Knowledge article usefulness?

A. Contact Salesforce to send a report on article efficacy.
B. Send out a monthly survey to customers requesting feedback.
C. Install Knowledge Base Dashboards and Reports AppExchange package.
D. Create a group of super users that will evaluate and manage articles.

Answer: C

NEW QUESTION 43
- (Exam Topic 1)
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 44
- (Exam Topic 1)
What are three best practices that should be used when deploying Salesforce functionality to production? Choose 3 answers

A. Ensure that at least 60% of the code is covered by unit tests before deploying to production.
B. Plan and communicate the deployment to all users of the organization in advance.
C. Select a window of time when users will NOT be making changes to the organization.
D. Ensure all users refrain from logging into production for an entire day prior to deployment.
E. Migrate a test deployment to a staging environment for a smoother real-life experience.

Answer: BCE

NEW QUESTION 45
- (Exam Topic 1)
UC is concerned with system performance in its contact center because the number of records has exceeded 40 million. What platform functionality might be affected by the number of contact records?

A. Contact list view edit time
B. Contact report run time
C. Contact view page load time
D. Contact related list load time

Answer: B

NEW QUESTION 46
- (Exam Topic 1)
A customer calls the service desk at Universal Containers. The agent assigned to the call creates a case to capture the issue, but later realized the caller is not eligible for support. What solution should a consultant recommend to prevent the scenario from happening in the future?

A. Add the entitlements related list to contact records
B. Add the entitlement contacts related list to account records
C. Add the assets related list to contact records
D. Add the service contract related list to contact records

Answer: A

NEW QUESTION 48
- (Exam Topic 1)
Universal containers wants to provide its 20 million customers with a portal where they can:

- Submit inquiries,
- Monitor the status of those inquiries,
- View their contact information.
To meet these requirements, which type of portal license would be most appropriate for the customers?

A. Customer Community
B. Partner Community
C. Employee Community
D. Sites

Answer: A

NEW QUESTION 52
- (Exam Topic 1)
What are two benefits of deploying Knowledge in Customer Communities?

A. Reduces incoming call volume
B. Replaces the need for an email channel
C. Eliminates tracking of customer entitlements
D. Uncovers gap in the knowledge base

Answer: AB

NEW QUESTION 57
- (Exam Topic 1)
Which two solutions can be used to enable agents to manage multiple cases at the same time when designing a Contact Center? Choose 2 answers

A. Interactive Voice Response
B. Computer Telephone Integration
C. Social Customer Service
D. Live Agent

Answer: CD

NEW QUESTION 61
- (Exam Topic 1)
Universal Containers wants to reduce the clicks a Customer Support Agent uses when working on a case. This includes the time it takes to create, resolve, and close the case. Which three Salesforce productivity features should be used to accomplish this requirement? Choose 3 answers

A. Omni-Channel
B. Publisher Actions
C. Macros
D. Quick Text
E. Chatter

Answer: BCD

NEW QUESTION 63
- (Exam Topic 1)
Universal Containers email policy requires that all email traffic remain within its firewall. Currently, the company has 200 support agents handling email from five different time zones. Which solution should a consultant recommend?

A. Web-to-Case
B. Email-to-Case
C. Salesforce for Outlook
D. On-Demand Email-to-Case

Answer: B

NEW QUESTION 66
- (Exam Topic 1)
Universal Containers is setting up a field service dispatch contact center. Which functionality should be considered when designing the contact center? (Choose 2)

A. Chatter groups for customer
B. Mobile access to case information
C. Visibility into service entitlements
D. Predictive dialer for outbound calls

Answer: BC

NEW QUESTION 68
- (Exam Topic 1)
Universal Containers 'IT policy prevents third-party software from being installed on employee computers. However, the VP of Service has asked that cases be automatically created from customer emails.
What solution should a consultant recommend?

A. Email-to-Case

B. web-to-Case
C. An AppExchange package
D. On-Demand Email-to-Case

Answer: D

NEW QUESTION 70

- (Exam Topic 1)
UC has two customer service contact centers and each focuses on a specific product line. Each contact center has a varying call volume, contributing to a high operational cost for the company. UC wants to optimize the cost without compromising customer satisfaction. What can a consultant recommend to accomplish these objectives? Choose 2 answers.

A. Implement a customer self-service portal
B. Enable agents to transfer calls to other agents
C. Cross-train agents on both product lines
D. Prioritize customer calls based on their SLA

Answer: AC

NEW QUESTION 75

- (Exam Topic 1)
UC's support team requires its customers to submit their support inquiries via free form email (Outlook, Gmail, Yahoo, etc.). Additional requirements are listed below:
Support attachments up to 20MB per inquiry Over 10,000 inquiries per day
Which solution should a consultant recommend to meet these requirements?

A. Email-to-Case
B. Web-to-Case
C. On-Demand Email-to-Case
D. Customer Chatter groups

Answer: C

NEW QUESTION 79

- (Exam Topic 1)
Support Managers have requested the ability to provide real-time feedback to Agents during customer chat sessions.
What feature should a consultant configure to meet this requirement?

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

Answer: C

NEW QUESTION 82

- (Exam Topic 1)
A contact center manager needs to restrict who can create a FAQ Article Type within Knowledge. What should a consultant recommend to accomplish this requirement? (Choose 2)

A. Hide the Article Management tab for users who should have read-only access to articles.
B. Set the organization-wide default to private and create sharing rules for the FAQ article type
C. Enable the Manage Articles permission for the publisher profile and assign it to users
D. Create a publisher profile that includes create access on the FAQ article type.

Answer: CD

NEW QUESTION 85

- (Exam Topic 1)
What are two basic concepts of Knowledge-Centered Support (KCS)? Choose 2 answers

A. Evolving content-based product lifecycles
B. Creating content as a result of solving issues
C. Rewarding learning, collaboration, sharing and improving.
D. Developing a knowledge base on the experience of an individual

Answer: BC

NEW QUESTION 86

- (Exam Topic 1)
Customer Support Agents are frustrated with how they interact with their current case management solution and have asked for a more streamlined way to manage and view cases.
Which solution will improve productivity and allow the Agents to quickly create and view notes, log calls, update cases, and communicate with customers?

A. Configure the Case highlights panel
B. Add a Visualforce page to the Case layout
C. Create Salesforce Classic Quick Action

D. Configure Case Feed page layouts

Answer: D

NEW QUESTION 87
- (Exam Topic 1)
Universal Containers needs to provide contact center agents with access to a customer's payment history if the call concerns a billing problem. The following considerations need to be taken into account:
• Billing problems account for less than 5% of calls.
• Billing data is stored in an external system containing over 20 million records.
• Agents do not want to maintain separate login sessions for Salesforce and the billing system.
Which two solutions should a consultant recommend? Choose 2 answers

A. Use Lightning Connect to connect and access data in real-time from the billing system.
B. Import payment data into Salesforce and add to the contact page layout as a related list.
C. Create a Visualforce page that retrieves payment information via a Web Service call-out.
D. Create a custom tab of type URL that displays a search page from the billing system.

Answer: CD

NEW QUESTION 89
- (Exam Topic 1)
Universal Containers wants to allow customers to ability to submit cases and also to see a dashboard of case resolution history.
Which type of Community license should be used to meet these requirements?

A. Customer Community Plus
B. Customer Community
C. High Volume Customer Portal
D. Lightning External Apps Starter

Answer: B

NEW QUESTION 91
- (Exam Topic 1)
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 94
- (Exam Topic 1)
Which two capabilities of Salesforce Knowledge ensure accurate content in Articles? Choose 2 answers

A. Data Category to assign an Article Type to a Reviewer
B. Validation Rules for Article Types to verify all fields during creation
C. Knowledge Action to Publish an Article once the Article is approved
D. Approval Process that assigns an Article to a Reviewer Queue

Answer: AB

NEW QUESTION 97
- (Exam Topic 1)
Universal Containers wants to provide its resellers a secure portal where they can manage their customer accounts, submit and track the status of their cases, and view reports and dashboards.
Which solution should a consultant recommend?

A. Employee Community
B. Partner Community
C. Reseller Community
D. Customer Community

Answer: B

NEW QUESTION 98
- (Exam Topic 1)
How should a consultant provide suggested article functionality to lightning service console users?

A. Add the suggested article widget to the case page layout.
B. Add the knowledge component to the service console.
C. Create email templates with knowledge articles attached.
D. Add the knowledge tab to the console app.

Answer: B

NEW QUESTION 102
- (Exam Topic 1)
Universal Containers wants to implement best practices for its customer support teams and has decided to follow a Knowledge-Centered Support (KCS) methodology Which two benefits can be expected from KCS adoption? Choose 2 answers

A. A knowledge article life cycle that is implemented correctly the first time and does not need to change
B. Reduced first contact resolution
C. A knowledge article life cycle that evolves based on usage and demand
D. Reduced issue resolution time

Answer: BD

NEW QUESTION 103
- (Exam Topic 1)
Universal Container's agent's need to be more productive when cases. Agent want to send email to customers prior to violating an SLA based on three different SLA levels using macros.
What two solutions can a consultant suggest to meet the agent's requirements? Choose 2 answers

A. Add multiple ELSE IF blocks after the IF block
B. Add conditional logic to the instructions
C. Create a formula to build the macro logic around
D. Add a formula block to the macro

Answer: CD

NEW QUESTION 104
- (Exam Topic 1)
Which two capabilities of Lightning Knowledge ensure accurate content in Articles? Choose 2 answers

A. Approval Process that assigns an Article to a Reviewer Queue.
B. Knowledge Action to Publish an Article once the Article is approved.
C. Validation Rules for article record types to verify all fields during creation.
D. Data Category to assign an article record type to a Reviewer.

Answer: CD

NEW QUESTION 109
- (Exam Topic 1)
KCS (knowledge centered support) what is it? Choose 2 Answers

A. Standard for managing customer support and delivery
B. Method for social media management
C. Share knowledge with the business partners
D. Process for creating and maintaining knowledge

Answer: CD

NEW QUESTION 111
- (Exam Topic 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 historical trending report type.
B. Create a report using the case snapshot report type.
C. Create a report using the case age report type.
D. Create a report using the case lifecycle report type.

Answer: D

NEW QUESTION 112
- (Exam Topic 1)
Universal Containers has recently implemented a Customer Community to allow its customers to create and update their cases online. What should a consultant recommend to ensure Customer Community users are able to access only their cases online, including cases created by the support team on their behalf over the phone?

A. A sharing set to grant the Customer Community user access to records associated to their Contact record.
B. An organization-wide default of Public Read/Write on the Case object.
C. A sharing rule to ensure record access is granted based on the Customer Community user role hierarchy.
D. A sharing rule to ensure record access is granted based on criteria of the case.

Answer: D

NEW QUESTION 116

- (Exam Topic 1)
Universal containers are developing a business continuity plan for their contact center. What should the company consider? Choose 2 answers

A. Recovery point objective
B. Criteria for plan activation
C. Open access to systems
D. Site consolidation

Answer: B

NEW QUESTION 118
- (Exam Topic 2)
What method can NOT be leveraged to capture Cases in addition to via the Case tab?

A. Email to Case
B. Chatter feeds
C. Customer Portal
D. Self Service Portal

Answer: B

NEW QUESTION 119
- (Exam Topic 2)
Business Users have requested that the salesforce administrator allow agents to view a list of cases in the console while agents work through their cases. This will allow agents to identify urgent cases that need to be worked on.
How should this be accomplished?

A. Enable the list to be pinned in the consol
B. This allows users to view the list alongside the case view in the console
C. Build a customer visual force page with the list view and assign it to the console sidebar.
D. Configure the case list under custom console components so users can view the list view along with the case view
E. Recommend opening the case list view in a separate browser tab and use the window alongside the case view

Answer: A

NEW QUESTION 121
- (Exam Topic 2)
Universal Containers needs to ensure it is staffing enough agents to answer calls at times of peak volume. In addition, the company needs to report on the metric listed below.
* Average handle time (AHT)
* Adherence to service level agreements (SLAs)
Which data source would Universal Containers need in order to gather this information? Choose 3 answers

A. Automatic Call Distributor (ACD)
B. Entitlements
C. Workflow Management (WFM)
D. Chat log history
E. Interactive Voice Response (IVR)

Answer: AC

NEW QUESTION 126
- (Exam Topic 2)
The VP of Service at Universal Containers is looking for ways to reduce contact center costs. Which two metrics should the Consultant recommend?
Choose 2 answers

A. First Call Resolution
B. Average Handle Time
C. Service-Level Agreements
D. Time to Answer

Answer: AB

NEW QUESTION 127
- (Exam Topic 2)
Which of the following measures customer portal adoption/effectiveness among CUSTOMERS (Choose 2)?

A. # of articles per agent
B. Most popular articles
C. # of cases via email
D. Total cases created

Answer: BD

NEW QUESTION 129
- (Exam Topic 2)
Which contact center type is most likely to implement Information Technology Infrastructure Library (ITIL) to align with industry best practices?

A. Information Technology (IT) help desk
B. Telesales center
C. Human Resources (HR) help desk
D. Telemarketing center

Answer: A

NEW QUESTION 131
- (Exam Topic 2)
Universal containers is implementing salesforce knowledge and immediately wants to begin building a repository of frequently asked questions(FAQ) encountered by contact center agents. How can this be accomplished?

A. Create an FAQ article type and configure the enable suggested articles option in support settings.
B. Create an FAQ article type and enable the submit articles feature on the case close page layout.
C. Define a data category called FAQ and assign category visibility to users in the contact centre role.
D. Enable ideas for contact center agents and have them submit FAQ articles at the time a case is closed.

Answer: B

NEW QUESTION 135
- (Exam Topic 2)
Universal Containers' agents often need to access the same cases, contacts, and orders multiple times per day. What should a consultant recommend to meet this requirement?

A. Create a custom list view for cases, contacts, and orders and pin them to the side bar.
B. Enable the "Access Recent Items" user permission on the user profiles.
C. Enable the "History" component within the Salesforce Console for Service.
D. Embed a "Recent Items" Visualforce component into the Salesforce Console for Service.

Answer: C

NEW QUESTION 136
- (Exam Topic 2)
Universal Containers implemented Salesforce Knowledge two months ago. Now, the Help Desk manager wants to know if the agents are properly leveraging the new knowledge base. What metric can the manager use to measure the adoption of Knowledge? Choose 2 answers.

A. Create a report that display the # of articles searched during the past 2 months
B. Report displays # of articles associated to data categories during past 2 months
C. Report that displays # of cases with articles attached during the past 2 months
D. Report that displays # of new articles created during the past 2 months

Answer: AC

NEW QUESTION 141
- (Exam Topic 2)
A customer has recently implemented an on-premise telephony system that is common in the industry. This customer purchased Salesforce licenses and is planning to integrate these two systems. What option should a consultant recommend?

A. Implement an on demand telephony solution provided by a vendor.
B. Use a computer telephony integration (CTI) adapter that supports its telephony system.
C. Create an API integration between Salesforce and the telephony system.
D. Build a custom computer telephony integration (CTI) adapter using the Toolkit.

Answer: B

NEW QUESTION 145
- (Exam Topic 2)
Solution for 15+ MB attachments, 10,000 email cases and 3,000 web cases.

A. On-demand email to case
B. On-demand email to case with sites
C. Email to case with web to case
D. Email to care with Site

Answer: C

NEW QUESTION 148
- (Exam Topic 2)
Open CTI allows Advanced Administrators and Developers to embed call controls in an HTML area that can be placed within Salesforce to control the telephony system
What are the two common places to embed these call controls? Choose 2 answers

A. On the left sidebar of Salesforce Classic
B. On a new tab in the agent's browser
C. On the footer of the Lightning Console
D. On the Highlights Panel of a Primary tab

Answer: AC

NEW QUESTION 152
- (Exam Topic 2)
A customer utilizes a high-volume Service Cloud portal for its Web customer support and is interested in deploying a chat solution.
What should be the first step in configuration and customization?

A. Create user profiles or permission sets
B. Enable Chatter Messenger for the organization
C. Enable Live Agent for the organization
D. Create an iframe to display the chat window

Answer: C

NEW QUESTION 155
- (Exam Topic 2)
Which configuration item must be created when implementing Lightning Knowledge?

A. Record Types
B. File Types
C. Attachment Types
D. Article Types

Answer: A

NEW QUESTION 156
- (Exam Topic 2)
For which purpose should a contact center use visual workflow?

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

Answer: D

NEW QUESTION 157
- (Exam Topic 2)
A company has a requirement to keep all emails behind their firewall, they have 200 agents. What should they use?

A. Community
B. Email to Case
C. Web to Case
D. On Demand Email to Case

Answer: B

NEW QUESTION 159
- (Exam Topic 2)
Universal Containers' customer service technicians need to access the following information while at a customer site to complete the service call: • Customer order history • Level of contracted support • List of replaceable parts Which system can Salesforce integrate with to retrieve this information and make it available to technicians in the field?

A. An enterprise resource planning system
B. A knowledge management system
C. A workforce management system
D. A third -party mobile application platform

Answer: A

NEW QUESTION 162
- (Exam Topic 2)
A consulting firm has been retained to implement a new Service Cloud platform for a company. This company requires quick iterations and a speedy project completion. The company has requested frequent project updates for check-ins and refinement.
Which methodology should the Consultant recommend to meet the given requirements?

A. Kanban
B. Lightning Platform
C. Agile
D. Waterfall

Answer: C

NEW QUESTION 163
- (Exam Topic 2)

In the telesales contact center, Universal Containers has three-step and five-step order process, contingent on the type of product solD. Which approach should be used to optimize the order process? Choose 2 answers

A. Use Visualforce to create a wizard for each process
B. Organize the fields on the page layout to match each process
C. Use Visual Workflow to streamline the process
D. Create a custom object for each step in the process

Answer: BC

NEW QUESTION 164
- (Exam Topic 2)
Universal Containers wants to implement Omni Channel within Service Cloud for its representatives. What is the first step required to configure Omni Channel?

A. Enable Omni Channel in Setup.
B. Assign Users to the Omni Channel Feature License.
C. Assign Users to Omni Channel permissions.
D. Contact Salesforce to have Omni Channel enabled.

Answer: A

NEW QUESTION 166
- (Exam Topic 2)
Support process: escalation queue if not responded in 2 hours within business hours until marked Urgent which requires 24/7 resolution.

A. Workflow rule
B. Validation rules on case process field
C. Escalation rule to ignore business hours based on case criteria

Answer: C

NEW QUESTION 170
- (Exam Topic 2)
What is the primary function of a private branch exchange (PBX)?

A. To receive multiple calls at one time
B. To use speech recognition to direct calls
C. To report the caller's background information
D. To mate calls to different agents

Answer: A

NEW QUESTION 174
- (Exam Topic 2)
Contact Center management must be notified whenever an Open Case has not been touched for 24 hours. Which feature should a Consultant use to meet this requirement?

A. Process Builder Scheduled Actions
B. Time-based Workflow Rules
C. Scheduled Reports
D. Milestone Actions

Answer: C

NEW QUESTION 177
- (Exam Topic 2)
Universal Banking has customer support operations in both Canada and the United States. Compliance regulations are listed below.
* Agent users in Canada can only view articles pertaining to Canadian products
* Agent users in the US can only view articles pertaining to US-based products. How should article visibility be configured to enforce the compliance rules?

A. Create geography-based roles to restrict access using data categories
B. Create geography-based profiles to restrict access by mapping article types
C. Create geography-based profiles to restrict access using data categories
D. Create geography-based roles to restrict access by mapping article types

Answer: A

NEW QUESTION 182
- (Exam Topic 2)
Which technology will allow a client to enable ideas on a public website? There are two correct answers.

A. Force.com Sites
B. Customer portalPartner portal
C. Self-service portal
D. Partner portal
E. Force.com Web Services API

Answer: AE

NEW QUESTION 183
- (Exam Topic 2)
Univeral Containers is designing a contact center that will store 20 million cases. Of those, 5 million will need to be accessed for reporting and search. Which approach will ensure best system performance? Choose 3 answers:

A. Custom indexes
B. Tiered data strategy
C. Record types
D. Divisions
E. Custom search

Answer: ABD

NEW QUESTION 184
- (Exam Topic 2)
Universal Containers is implementing Salesforce Knowledge for call center agents. The company needs to ensure that agents can contribute to the knowledge base to promote adoption. Which functionality supports these requirements?

A. Allow agents to create Knowledge articles when closing a case.
B. Require agents to create Knowledge articles when opening a case.
C. Add the Submit Feedback button to articles.
D. Add the Submit Feedback button on the Solutions tab.

Answer: A

NEW QUESTION 188
- (Exam Topic 2)
Which of the following utilize the "Automated Case User" (Choose 3 answers):

A. When a case is automatically assigned using assignment rules this user is listed in the case history
B. When an email notification is triggered via workflow this user is listed in the case history
C. When a case is escalated this user is listed in the case history
D. When a case is created via Web-To-Case this user is listed in the case history
E. When a case is created via Email-To-Case this user is assigned as the case owner

Answer: ACD

NEW QUESTION 190
- (Exam Topic 2)
Which task should be included in a business continuity plan for a contact center? Choose 3 answers.

A. Route cases to agents in an alternate center.
B. Disable the Interactive Voice Response (IVR) system.
C. Deliver training on case handling for contingent staff.
D. Update the case status field values.
E. Monitor service level agreements (SLAs) and notify customers.

Answer: ACE

NEW QUESTION 191
- (Exam Topic 2)
UC wants to reduce incoming support phone call volume. What action can be taken to meet this requirement? Choose 2 answers.

A. Implement Service Cloud console to support agents
B. Leverage Live Agent for web-based chat
C. Enable service contracts and entitlements
D. Implement Salesforce Knowledge on a portal

Answer: BD

NEW QUESTION 192
- (Exam Topic 2)
Universal Containers wants to reduce the volume of calls into their Product Support Contact Center. Which three features should a Consultant recommend? Choose 3 answers

A. Communities
B. Chatter Questions
C. Public Knowledge
D. Field Service
E. Macros

Answer: ABC

NEW QUESTION 194

- (Exam Topic 2)
A Company sells two products, each with its own maintenance schedule.
Which feature should a consultant recommend implementing to meet this requirement?

A. Lightning Service Console
B. An AppExchange Solution
C. Field Service Lightning
D. Customer Community

Answer: C

NEW QUESTION 198
- (Exam Topic 2)
What metrics should a contact center manager consider to measure adoption of Salesforce Knowledge? (Choose 2)

A. Number of cases escalated by agent
B. Number of articles created by agent
C. Number of articles attached to a case
D. Number of solutions created by agent

Answer: BC

NEW QUESTION 199
- (Exam Topic 2)
Universal Containers requires that a case is logged for every incoming support call. Each case could require an associated Return Materials Authorization (RMA) and/or Field Service Request (FSR). The original case CANNOT be closed until all RMAs and FSRs are closeD. Universal Containers is considering whether RMAs and FSRs should be stored on a child case or on a related custom object. What should Universal Containers consider when designing the solution? Choose 3 answers

A. Average incoming case volume
B. Relationship to the primary contact
C. Case closure rules on the original case
D. RMA and FSR escalation requirements
E. Visibility and access to the RMA and FSR records

Answer: CDE

NEW QUESTION 202
- (Exam Topic 2)
Which step should a consultant take to import articles into Salesforce Knowledge? (Choose 2)

A. Map articles with HTML sections to rich text area fields
B. Use change sets to import data categories
C. Create a separate .csv for each article type
D. Use the data loader to import unstructured articles

Answer: AD

NEW QUESTION 206
- (Exam Topic 2)
The Universal Containers Contact Center has Customer Support Agents who speak Spanish and wants all cases where Spanish is the preferred language to be handled by these agents in real time. Universal Containers allow customers to contact agents through phone and chat.
Which solution should be implemented to support this?

A. Omni-Channel
B. Case Auto-Response Rules
C. Visual Workflow
D. Case Assignment Rules

Answer: A

NEW QUESTION 211
- (Exam Topic 2)
UC's service center needs to provide support for a new product line. The product manager would like to be notified whenever a customer reports a new defect.
Which solution should a consultant recommend to meet this requirement?
(choose 1 answer)

A. Use an escalation rule to move cases into the product manager queue
B. Use Chatter case feed and case teams to monitor cases
C. Use an assignment rule to assign new cases to the product manager
D. Use a workflow rule to send an email to the product manager

Answer: D

NEW QUESTION 216
- (Exam Topic 2)
The Universal Containers support center management team would like to leverage Salesforce functionality to improve collaboration on cases. What should a

consultant recommend to meet this requirement? (Choose 2)

A. Create escalation rules to re-assign cases after SLAs have expired.
B. Enable the Service Cloud Console and Knowledge sidebar for agents.
C. Create case teams and introduce swarming to resolve cases.
D. Enable and use Chatter feed tracking on the case object.

Answer: CD

NEW QUESTION 220
- (Exam Topic 2)
UC must provide contact center agents with access to a customer's payment history if the call concerns a billing problem. The following considerations need to be taken into account: Billing problems account for less than 5% of the calls. Billing data is stored in an external system containing over 20 million records. Agents do not want to maintain separate login sessions for Salesforce and the billing system. What solution should a consultant recommend?

A. Create a custom web service to handle invoice inserts and updates from the billing system
B. Create a custom tab of type URL that displays a search page from the billing system
C. Import payment data into Salesforce and add to the contact page layout related list
D. Create a Visualforce page that retrieves payment information via a Web Service call-out

Answer: D

NEW QUESTION 224
- (Exam Topic 2)
Which statement is true regarding the Salesforce CTI adapter? Choose 3 answers

A. It acts as an intermediary between telephony systems, the salesforce Call Center application, and Salesforce user interface
B. It is a server-based software program that controls the appearence and behavior of a Salesforce SoftPhone
C. It is based on the Salesforce CTI Toolkit and consists of source code, libraries, and files
D. Prebuilt CTI adapters for different telephony systems are available on the Force.com AppExchange
E. It does NOT require a software install for each call center user on a Windows-based PC.

Answer: ACD

NEW QUESTION 228
- (Exam Topic 2)
Which Service Cloud tool requires the least agent involvement to resolve a customer issue?

A. Salesforce for Twitter
B. Live Agent
C. Salesforce Knowledge
D. Open CTI

Answer: C

NEW QUESTION 232
- (Exam Topic 2)
Universal Containers is implementing a call center using CTI (Computer-telephony integration). Which three items, at a minimum, must be implemented and deployed to ensure success? Choose 3 answers

A. Configure call center definition
B. Deploy Call Center Directory
C. Install CTI adapter using open CTI
D. Configure IVR auto response
E. Assign users to a call center

Answer: ACE

NEW QUESTION 237
- (Exam Topic 2)
Universal containers would like to implement a solution to hold service reps accountable to customer service level Agreements. Which two steps are necessary to satisfy this requirement? Choose 2 answers

A. Set up Milestones.
B. Enable Work Orders.
C. Create an Entitlement Process.
D. Configure Service Contracts.

Answer: AC

NEW QUESTION 242
- (Exam Topic 2)
The cost of service for Universal Containers contact centers has steadily increased.
What solution should a consultant recommend to help reduce the cost of service? (Choose 2)

A. Enable Ideas in a customer portal
B. Enable Chatter for agent collaboration

C. Create auto-response templates for incoming emails
D. Enable Live Agent to handle incoming service inquiries

Answer: BD

NEW QUESTION 245
- (Exam Topic 2)
A company provides customer support for new products and for routine maintenance of existing products. These cases have many identical stages and fields, however, the maintenance cases are unique and have additional stages and fields that need to be captured. Which two features would meet this requirement? Choose 2 answers

A. Record Types
B. Support Processes
C. Approval Processes
D. Support Types

Answer: AB

NEW QUESTION 249
- (Exam Topic 2)
Universal containers is in the process of setting up a business-to-business (b2b) portal. The company needs to give customers access to service level agreements (SLA) via the portal. Which solution is recommended to accomplish this requirement?

A. Milestones
B. Assets
C. Service contracts
D. Cases

Answer: C

NEW QUESTION 252
- (Exam Topic 2)
Which Statement is true regarding Salesforce Chatter Answers? Choose 3 answers

A. Answers can be exposed to partner portal users
B. External users can subscribe to Answers
C. Escalate a question to a case
D. Knowledge articles can be created from Answers
E. Select best answers for questions.

Answer: CDE

NEW QUESTION 257
- (Exam Topic 2)
A contact center manager is looking for ways to overall cost per case.
What Salesforce metrics should the contact center manager evaluate? (Choose 2)

A. Average number of activities per case
B. Average number of articles attached to a case
C. Total number of cases by origin
D. Average customer satisfaction score by case

Answer: AB

NEW QUESTION 259
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