

Exam Questions Service-Cloud-Consultant

Salesforce Certified Service cloud consultant (SP19)

<https://www.2passeasy.com/dumps/Service-Cloud-Consultant/>



NEW QUESTION 1

The support manager at universal containers has noticed an increase in average case age, which is negatively impacting customer satisfaction. To research the situation, the support manager wants to know the amount of time that cases have spent within each status during their lifecycle. Which reporting solution should a consultant recommend?

- 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 snapshot report type
- D. Create a report using the Case historical trending report type

Answer: A

NEW QUESTION 2

universal containers is implementing a customer community to provide self service options to its B2C customers. Which two features should a consultant recommend.

- A. Contracts and SLASs
- B. Chatter Answers
- C. Contacts
- D. Cases

Answer: BC

NEW QUESTION 3

universal containers wants to monitor customers social media reactions and opinions. Agents also want to see recent cases that customer logged.

- A. Omni channel
- B. Appexchange solution
- C. Custom lightning component
- D. Social Conversation component

Answer: D

NEW QUESTION 4

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

Universal Containers (UC) is updating the Service Cloud console app for its call center agents. Management is concerned that deploying the new app will disrupt current operations and impact customer satisfaction. What should the consultant recommend to mitigate these concerns?

- A. Deploy the configured and tested app to production, update the agent's profile to view the app and take away access to the old app.
- B. Configure the new app in a sandbox
- C. Use a change-set to push the configuration to production for testing and training.
- D. Deploy the configuration from a sandbox to production during the next Salesforce version update so the system only goes down once.
- E. Configure the new app in developer org and use an unmanaged package to deploy to production.

Answer: D

NEW QUESTION 6

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 7

Universal Containers wants to help customers resolve issues by browsing Knowledge articles and submit a case if they need more information. What should the consultant recommend to meet the requirements?

- A. Allow Comments on Knowledge articles.
- B. Implement Case Assignment Rules.
- C. Enable Chat in an Experience Cloud site.
- D. Create a self-service Help Center.

Answer: D

NEW QUESTION 8

Universal Containers wants Service Console users to be able to view and update product usage data that is stored in an external system. Which two features should a consultant recommend to provide this functionality? Choose 2 answers

- A. Salesforce Connect
- B. Custom Objects
- C. Middle-tier integration
- D. External Objects

Answer: AD

NEW QUESTION 9

As part of a new Salesforce Knowledge implementation, Universal Containers would like to migrate articles from their current database. Which factor should a Consultant consider as part of the migration strategy?

- A. Convert any articles containing HTML into plain text before importing because HTML is NOT supported in any article field types.
- B. Verify that each article type has field level security on all fields set to read-only prior to import, in order to prevent any loss of data.
- C. Ensure that each existing article type has a corresponding Salesforce Knowledge article type that matches its structure and content.
- D. Prepare a single .csv file that can be used to migrate all articles types at once and include with a properties file in a .zip for import.

Answer: C

NEW QUESTION 10

Cloud Kicks (CK) is a global company with multiple product lines. CK is preparing to launch a public knowledge base for customers that will have 2,500 articles. The company wants an easy way for users to find relevant articles based on their location and product. What is the recommended method to meet the requirement?

- A. Article Translation
- B. Data Category Groups
- C. Chatter Answers
- D. Data Category Visibility

Answer: D

NEW QUESTION 10

Universal Containers wants to notify Support Managers when a new case has been untouched for more than two business days. Which approach should a consultant implement?

- A. Define Case Auto-Response Rules.
- B. Establish Case Assignment Rules.
- C. Create a Process Builder with Scheduled Actions.
- D. Configure Case Escalation Rules.

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 17

As part of a new Salesforce Knowledge implementation, Universal Containers would like to migrate articles from their current database. Which factor should a consultant consider as part of the migration strategy?

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- D. Prepare a single .csv file that can be used to migrate all article types at once and include with
- E. properties file in a .zip for import

Answer: B

NEW QUESTION 21

If a Case cannot be resolved after Tier 1 has performed their troubleshooting steps, the case must be escalated to Tier 2 support. Tier 2 has additional troubleshooting steps. How can a Consultant configure the Lightning Service Console to support this requirement?

- A. Enable Omni-Channel Case assignment

- B. Define separate Record Types for Tier 1 and Tier 2
- C. Implement Lightning Guided Engagement
- D. Configure a Visual Flow Troubleshooting Action

Answer: C

NEW QUESTION 25

UC has created permission sets granting access to object and fields in one of its sandboxes. How should a consultant deploy this permission set to prod?

- A. Change set
- B. Manually create the Permission sets
- C. Create an Unmanaged package
- D. Publish a Managed package

Answer: A

NEW QUESTION 30

Universal Container 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 32

A company has implemented Salesforce Service Cloud. The company needs Key Performance Indicators (KPIs) to ensure that its customer support service center is profitable. Which three metrics can be used to help executive management understand service center costs? Choose 3 answers

- A. All open Cases by Priority
- B. All open cases by Channel
- C. All Cases closed Month-to-date
- D. Case resolution time
- E. All Cases by Customer

Answer: ABD

NEW QUESTION 34

Universal Container's customers like speaking to a live support agent on complex product issues. This causes a heavy amount of phone calls and customers complain about the hold time.

What functionality should the consultant recommend implementing to resolve this issue?

- A. Contact Requests
- B. Social Customer Service
- C. Embedded Chat Window
- D. Open CT1

Answer: C

NEW QUESTION 38

Universal Containers wants to be able to assign cases based on the same criteria they use for chat. Which feature should a consultant recommend?

- A. Chat Queue-based routing
- B. Case Skills-based Assignment Rules
- C. Omni-channel Queue-based routing
- D. Omni-channel Skills-based routing

Answer: C

NEW QUESTION 42

Universal Containers (UC) has deployed a call center using open CTI. Call center agents are organized into four groups reflecting UC's four different product lines. Each group's manager would like a report on their agents' daily call volume, including related case and contact information. How should the consultant recommend the report be created?

- A. Build a Summary report on Products and Activities.
- B. Set up a reporting snapshot of the case, contact and activity objects.
- C. Create a Custom Report type with activities as the primary object.
- D. Customize the My Teams Calls this week standard report.

Answer: D

NEW QUESTION 45

Universal Containers wants to reduce the amount of time support agents spend creating cases. Case creation must scale up to 5000 new cases per day, as well

as allowing file attachments under 25 MB by the customer.
Which two features should the consultant suggest? Choose 2 answers

- A. Standard Email-to-case
- B. On-Demand Email-to-Case
- C. Apex Email Service
- D. Web-to-Case forms

Answer: AB

NEW QUESTION 47

universal containers receives partner data in excel format.the excel data is all text ,but needs to be imported into existing Salesforce data, number and text files.
Which 3 best practices should a consultant recommend?

- A. Import the records and use duplicate management
- B. Deduplicate the data before importing into SF
- C. Install data quality analysis dashboards from the appexchange
- D. Standardize all rows to match salesforce data types
- E. Import records and create a workflow rule to change the data type

Answer: BCD

NEW QUESTION 51

Universal Containers (UC) wants to automate the process of case creation. While conducting a business process review, the consultant learned that in some instances, customers provide UC with digital pictures of the problem. The average attachment size was 34 MB.
Which solution should a consultant recommend?

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

Answer: C

NEW QUESTION 56

what approach should a consultant use to ensure that knowledge search only display articles for a service agents product specialization ?

- A. Create an article action for each record type;assign record types to service agents
- B. Create a page layout for each record type ;assign layouts to service agents
- C. Create a permission set for each record type ;assign permissions to service agents
- D. create a data category for each product assign data categories to service agents.

Answer: D

NEW QUESTION 60

To help Service Agents more accurately respond to Cases, Universal Containers want a list of relevant Articles displayed on the Case record page.
How should a consultant configure this requirement?

- A. Add the Knowledge related list to the Case record page.
- B. Add the Knowledge tab to the Service Console.
- C. Add Knowledge Data Categories to each Case.
- D. Add the Knowledge Component to the Case record page.

Answer: D

NEW QUESTION 61

Cloud Kicks (CK) has recently started using Entitlements within its support process. However, CK has found many cases with inaccurate data. As many Entitlements are similarly named, service agents are selecting Entitlements that are not associated with the Account assigned on the Case.
What is the recommended method to meet the requirements?

- A. Lookup Filter
- B. Auto-Add Milestones
- C. Cross-Object Formula
- D. Approval Process

Answer: A

NEW QUESTION 65

Cloud Kicks (CK) has created hundreds of Knowledge articles about its products. The articles have been attached to closed cases. A new product release will require changes to dozens of articles. After revising the articles, CK wants to see that a prior article version was associated with the closed cases.
What is the recommended method to meet the requirements?

- A. Select Flag as new version' checkbox when publishing.
- B. Use Smart Link to Article to select the prior version.
- C. Enable Knowledge User for Service Agents.
- D. Use the Clone option to create a new article.

Answer: B

NEW QUESTION 66

Universal Containers wants to implement Knowledge to assist agents with the resolution of cases. Which three recommendations should a consultant make to meet this requirement? Choose 3 answers

- A. Enable article customization for open cases.
- B. Enable agents to create their own personal articles.
- C. Enable suggested articles on new cases.
- D. Enable article submission during case close.
- E. Create an email template to send articles as PDF attachments.

Answer: CDE

NEW QUESTION 68

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 70

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 73

Universal Containers runs a support operation with multiple call centers. The Support Manager wants to measure first-call resolution by call center location, agent, and calendar month. Which reporting solution should the Consultant recommend?

- A. Create a list view report that includes fields for call center location, agent, calendar month, and first-call resolution.
- B. Create a reporting snapshot that includes fields for call center location, agent, calendar month, and first-call resolution.
- C. Create a joined report that includes fields for call center location, agent, calendar month, and first-call resolution.
- D. Create a matrix report that includes fields for call center location, agent, calendar month, and first-call resolution.

Answer: D

NEW QUESTION 77

Universal Containers provides Customer Support for two separate business operations. The cases managed for each operation have different steps and fields. Which three features could be implemented to support this? Choose 3 answers

- A. Omni-Channel
- B. Page Layouts
- C. Record Types
- D. Support Processes
- E. Article Types

Answer: ACD

NEW QUESTION 82

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: A

NEW QUESTION 85

Universal Containers wants to Jet 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. Embedded Chat Service
- B. Web-to-CaM
- C. Experience Cloud site
- D. Case Assignment Rules

Answer: A

NEW QUESTION 90

A Contact Center Manager is implementing a new customer care program and wants to specifically measure customer loyalty. Which three measures satisfy this requirement? Choose 3 answers

- A. customer satisfaction Survey
- B. Customer Purchase History
- C. Customer Support Requests
- D. Net promoter Score
- E. Service Level Agreement

Answer: ABD

NEW QUESTION 91

Universal Containers (UC) wants to schedule for repair service when an agent is unable to solve the customer's problem via the call center. What functionality should a consultant recommend to satisfy the UC's need?

- A. omni Channel
- B. Contact Request
- C. Field Service
- D. Mobile Connect

Answer: C

NEW QUESTION 93

Universal containers would like for articles to be suggested to agents based on information they are typing into the case. What solution should a consultant recommend?

- A. Create a salesforce console for service and enable the knowledge sidebar on the case page layout.
- B. Enable the knowledge sidebar setting in the case support settings.
- C. Create a visualforce page called knowledge sidebar on the case page layout.
- D. Enable the knowledge sidebar related list on the case page layout.

Answer: B

NEW QUESTION 97

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