

Service-Cloud-Consultant Dumps

Salesforce Certified Service cloud consultant (SP19)

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NEW QUESTION 1

- (Exam Topic 1)

Universal Containers has a single contact center that handles all service requests including chat, Cases, and web form submissions. It is important that Reps are assigned work evenly so that all requests are handled in the order they are received.

How would a Consultant address this requirement?

- A. Configure Case Assignment Rules
- B. Configure Omni-Channel with Most Available Routing
- C. Configure Live Agent Skills-based Routing
- D. Configure Omni-Channel with Least Active Routing

Answer: B

NEW QUESTION 2

- (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 3

- (Exam Topic 1)

A contact center agent wants to leverage subject matter experts (SMEs) on Chatter to resolve a complex issue for a customer. What is the recommended solution to increase the involvement of SMEs and track the case to completion in Chatter?

- A. Follow the SMEs to receive automatic updates when they add case comments
- B. Bookmark all the comments related to the issue from SMEs
- C. Use hashtag (#) to track the customer case and SMEs comments
- D. @mention the SMEs on the case Chatter feed and follow the case

Answer: D

NEW QUESTION 4

- (Exam Topic 1)

What is a common deflection technique to reduce the number of interactions for a contact center? Choose 2 answers.

- A. Recommend articles during a call for a support agent
- B. Suggest articles for a web-to-case question
- C. Suggest articles for an email-to-case question
- D. Recommend articles prior to a Live Agent session

Answer: BD

NEW QUESTION 5

- (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 6

- (Exam Topic 1)

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 7

- (Exam Topic 1)

Which two solutions should Universal Containers consider to increase Contact Center Agent productivity? Choose 2 answers

- A. Enable templates for written responses.
- B. Increase the number of agents.
- C. Improve the agent interface.
- D. Employ surveys to confirm customer satisfaction.

Answer: AD

NEW QUESTION 8

- (Exam Topic 1)

Universal Containers has scheduled a major upgrade to its Customer Community next month. The community is expected to be unavailable for approximately 8 hours. The executive team is concerned about how the upgrade and associated outage will impact customers. Which three measures should the Consultant recommend to ensure transparency during the upgrade process? Choose 3 answers

- A. Publish ongoing updates to the community knowledge base with details about the upgrade.
- B. Communicate information about the upgrade to customers in advance.
- C. Send routine status updates to customers via Chatter during the upgrade.
- D. Replace the default outage page with a custom page containing upgrade information.
- E. Notify customers once the upgrade is completed and full services are restored.

Answer: BDE

NEW QUESTION 9

- (Exam Topic 1)

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 allows customers to contact agents through phone and chat.; Which solution should be implemented to support this?

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

Answer: B

NEW QUESTION 10

- (Exam Topic 1)

Universal Containers is considering a Knowledge-Centered Support (KCS) implementation. Which three benefits can be expected from KCS adoption? Choose 3 answers

- A. Increased call deflection
- B. Increased call routing accuracy
- C. Reduced issue resolution time
- D. Reduced support channels
- E. Optimized use of resources

Answer: CDE

NEW QUESTION 10

- (Exam Topic 1)

Which native Service Cloud solution is used for case satisfaction surveys?

- A. Create a Web-to-case form with a custom case type of survey
- B. Enable the case survey option on the case object
- C. Enable the case survey auto-response rule
- D. Check the survey option in the case settings

Answer: A

NEW QUESTION 12

- (Exam Topic 1)

Universal Containers is implementing a Knowledge Base and wants to empower certain managers to create, edit, and manage articles. All articles should be reviewed by these managers before being published, while some articles need an additional layer of legal review as well. Which three actions should a Consultant recommend to meet these requirements? Choose 3 answers

- A. Grant managers the Manage Salesforce Knowledge permission.
- B. Create at least two different data categories.
- C. Create at least two different article types.
- D. Create at least two different approval processes.
- E. Grant managers the Manage Data Categories permission.

Answer: ACD

NEW QUESTION 15

- (Exam Topic 1)

Sales engineer needs visibility to list field edits, emails, case comments, and related objects on ONE page. How can this be achieved?

- A. Customer view of case tab
- B. Custom Visual force page
- C. Custom report
- D. Custom related list

Answer: B

NEW QUESTION 20

- (Exam Topic 1)

UC wants to implement a Knowledge management process with the following requirements: It must contain four different kinds of content: customer FAQs, product specifications, contact center procedures, and product manuals. It must provide the ability to filter Knowledge search results by a single product, multiple products, or all 56 products. Any product-related content created by contact center agents must be approved by the contact center manager and the Knowledge manager before being published. Product content should only be visible internally to contact center agents who handle the product. How should a consultant recommend that Knowledge be configured?

Choose 3 answers.

- A. Configure workflow rules for each data category
- B. Configure article types for each kind of content
- C. Define approval processes for each article type
- D. Define approval processes for each product
- E. Configure data category values for each product

Answer: ABE

NEW QUESTION 25

- (Exam Topic 1)

Universal Containers will be launching a telesales contact center. What should be considered in the design? Choose 2 answers.

- A. Integration with Field service teams and apps
- B. Strategies to maximize call deflection
- C. Performance for high volume of interactions
- D. Integration with Lead Generation team and apps

Answer: CD

NEW QUESTION 27

- (Exam Topic 1)

Universal Containers contact center has experienced an increased number of customer questions due to a growing product portfolio. Which two solutions should a consultant recommend to minimize the need to hire more agents? Choose 2 answers

- A. Community
- B. Web -to -Case
- C. Live Agent
- D. Chatter Questions

Answer: AD

NEW QUESTION 30

- (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 31

- (Exam Topic 1)

Support agents need to verify that customers are eligible to receive customer support before they can update the Which two objects are used to verify that a customer is entitled to receive support? Choose 2 answers

- A. Contacts
- B. Products
- C. Service contracts
- D. Case history

Answer: AC

NEW QUESTION 36

- (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 40

- (Exam Topic 1)

A company is changing its case management system to Salesforce. All active accounts, contacts, and closed cases for the past 5 years must be migrated to Salesforce for go-live.

Which approach should be used for the data migration?

- A. Prepare, Plan, Test, Execute, Validate
- B. Plan, Prepare, Test, Execute, Validate
- C. Prepare, Plan, Validate, Execute, Test
- D. Plan, Prepare, Validate, Execute, Test

Answer: D

NEW QUESTION 41

- (Exam Topic 1)

In order to satisfy the internal Enterprise Security requirements, Universal Containers would like to conduct a Disaster Recovery and Business Continuity exercise with Salesforce. This would involve taking the production copy and making sure agents can work from the production copy until production is restored. The results of the exercise are provided to Enterprise Security as part of an annual audit.

What should a Consultant recommend to support this exercise?

- A. Allow the exercise to be done in a Production instance
- B. Use a Full copy sandbox for the DR exercise
- C. Use a Partial sandbox for the DR exercise
- D. Use a Developer Pro sandbox for the DR exercise

Answer: B

NEW QUESTION 42

- (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 46

- (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 51

- (Exam Topic 1)

Universal Containers has defined a set of steps that each Case must go through, from submission to closure. In addition, each step must be completed within a specific amount of time.

What approach should a consultant recommend to meet these requirements?

- A. Configure Case Escalation Rules.
- B. Define Entitlement and Milestones.
- C. Use Process Builder with Scheduled Actions
- D. Enable Omni-Channel Routing.

Answer: B

NEW QUESTION 53

- (Exam Topic 1)

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. Entitlements and milestones
- B. Case escalation
- C. Case assignment
- D. Salesforce console

Answer: A

NEW QUESTION 55

- (Exam Topic 1)

Universal Containers' support management team has noticed an increase in wait times over the last several months when customers call in for support. Which two recommendations should a Consultant suggest to help decrease customer wait times? Choose 2 answers

- A. Create reports to analyze call data in order to understand peak times and ensure adequate staffing.
- B. Create a case escalation rules to route high-priority cases directly to supervisors for resolution.
- C. Set up analytical snapshots to capture key case information and create historical trending reports.
- D. Set up a Salesforce Customer Community that will allow customers to create cases online.

Answer: AD

NEW QUESTION 56

- (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 60

- (Exam Topic 1)

Customer Community to provide customers with a self-service option for support. Which two capabilities can the Customer Community provide to Universal Containers' customers? Choose 2 answers

- A. Allows customers to customize their user interface
- B. Allows customers the ability to collaborate
- C. Allows customers to customize reports and dashboards
- D. Allows customers to search a knowledge base.

Answer: BD

NEW QUESTION 65

- (Exam Topic 1)

Universal Containers (UC) wants customers to be notified by email when their issue is resolved. The notification should contain a reference link in the form of their case number. The customer should be able to click the link and be redirected to the resolved case in UC's Community. Which three features must be configured to accomplish this? Choose 3 answers

- A. Email Alert
- B. Email Relay
- C. Email Template
- D. Assignment Rule
- E. Workfl

Answer: ACE

NEW QUESTION 67

- (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 for 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 70

- (Exam Topic 1)

Universal Containers (UC) is developing a strategy for supporting customers on social media sites. UC's requirements include the ability to:

- Monitor Facebook fan page for new posts and comments from customers

- Link new posts and comments to an existing customer record
- Respond to posts from the existing Salesforce Console for Service
- Create and link social personas to contacts

What should a consultant recommend to meet these requirements?

- A. Create a Lightning Platform app for Facebook monitoring.
- B. Enable Social Customer Service.
- C. Integrate Facebook to its existing Customer Community.
- D. Enable Salesforce social profile on contacts.

Answer: D

NEW QUESTION 72

- (Exam Topic 1)

Which Search mechanism should be used to find Case Comments from within the Lightning Service Console?

- A. Comment Search Component
- B. Comments List View
- C. Global Search
- D. Search Utility Component

Answer: C

NEW QUESTION 74

- (Exam Topic 1)

Universal Containers is launching a full line of new products and Service Cloud should support the following requirements:

- Agents need to collaborate with other teams.
- The product development team needs to be alerted on high-priority cases for specific products.

Which solution will meet these requirements?

- A. Use Process Builder for notifications and case teams to monitor cases.
- B. Use Process Builder for notifications and account teams to monitor cases.
- C. Use escalation rules for notifications and account teams to monitor cases.
- D. Use escalation rules for notifications and case teams to monitor cases.

Answer: A

NEW QUESTION 76

- (Exam Topic 1)

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 78

- (Exam Topic 1)

The Universal Containers contact center offers support via email, the Internet, and a Community. The contact center manager wants to demonstrate the success of recent self-service initiatives to executive management. What report should the contact center manager present to executive management? Choose 2 answers

- A. Average call handle time by team
- B. Number of cases created using portal
- C. Number of cases closed by a self-service user
- D. Number of IVR inquiries without agent involvement

Answer: BC

NEW QUESTION 83

- (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 85

- (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 87

- (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 92

- (Exam Topic 1)

Which three are characteristics of Visual Workflow? Choose 3 answers

- A. Apex code must be used to update fields in the database.
- B. Elements can be used to pass data to legacy systems.
- C. Apex code must be used to pass data to legacy systems.
- D. Only one version of a flow can be activated at a time.
- E. Elements can be used to update fields in the database.

Answer: ABD

NEW QUESTION 96

- (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. Entitlements
- B. Omni-channel
- C. Case milestones
- D. Case escalation

Answer: ABD

NEW QUESTION 98

- (Exam Topic 1)

What is a recommended way to migrate data from an external system while ensuring that the data adheres to data quality rules established for the Salesforce org?

- A. Cleanse the data outside of Satesfbrce and then migrate the data.
- B. Use the Salesforce data loader to load and cleanse the data.
- C. Use the Salesforce import wizard to load and cleanse the data.
- D. Upload the data into Salesforce and then run data cleansing tools.

Answer: A

NEW QUESTION 99

- (Exam Topic 1)

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 103

- (Exam Topic 1)

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 tandardization.

Answer: A

NEW QUESTION 105

- (Exam Topic 1)

Service Representatives are complaining that their Lightning Service Console is too crowded making it difficult to find the tabs and features they need. After reviewing the Service Representatives console use, all configured features are required. Which solution should a Consultant suggest to improve the efficiency of console users?

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

Answer: A

NEW QUESTION 106

- (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 108

- (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 111

- (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 115

- (Exam Topic 1)

Universal Containers recently rolled out a Salesforce Knowledge implementation; however, users are finding unreliable and unrelated Knowledge Articles displayed in the Knowledge One widget in the Salesforce Console.

Which two actions should a Consultant recommend to address the lack of quality checking? Choose 2 answers

- A. Set up an intuitive Data Category hierarchy
- B. Restrict the Manage Articles user permission
- C. Enable and configure wildcards for article searches
- D. Require that an article be added when closing a case

Answer: AB

NEW QUESTION 116

- (Exam Topic 1)

When support agents are working on a case, the support manager at universal containers wants the agents to see the case number, case subject, and case description in the case highlights panel.

How can a Consultant implement the functionality with configuration?

- A. Remove these fields from the page layout and add the components to the highlights panel.

- B. Add these fields to the page layout and add the components to the highlights panel
- C. Remove these fields from the page layout and add the fields to the highlights panel
- D. Add the fields to the page layout and add the fields to the highlights panel.

Answer: D

NEW QUESTION 118

- (Exam Topic 1)

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: A

NEW QUESTION 120

- (Exam Topic 1)

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
- D. Process Builder

Answer: B

NEW QUESTION 123

- (Exam Topic 1)

Customer support agents want the ability to view customer related information along with case information on all cases except product related cases. For product related cases, the agents want to view product information alongside case information.

How should the console be configured to satisfy this requirement?

- A. Configure both customer information and product related information under console components in the case page layout
- B. Hide the product related information if the cases are NOT product related.
- C. Train users to scroll through the case page layout to look for product related information or customer- related information based on case type
- D. Create separate record types and page layouts for product - related and other cases and configure console components to show customer - or product related informatio
- E. Assign record type based on case type
- F. Configure two consoles for agents: one for product related cases and for other case
- G. Allow agents to choose the console based on case type.

Answer: C

NEW QUESTION 128

- (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 132

- (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 135

- (Exam Topic 1)

Universal Containers (UC) is currently live with Sales Cloud and in the process of implementing Service Cloud. UC wants to create a sandbox to test its Service Cloud implementation with real Sales Cloud data.

Which three Sandbox types can be used to accomplish this?

- A. Partial Copy Sandbox
- B. Administrator Sandbox
- C. Developer Pro Sandbox
- D. Full Sandbox

Answer: ACD

NEW QUESTION 136

- (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 138

- (Exam Topic 1)

Universal container support manager wants to share product specific information with their customers using communities. Choose 3 Answers

- A. Publish articles to external channels
- B. Assign article types to the communities
- C. Enable public solutions.
- D. Configure content library permissions
- E. Enable article deliveries

Answer: ABC

NEW QUESTION 140

- (Exam Topic 1)

How should a Consultant provide Suggested Article functionality to Lightning Service Console users?

- A. Add the Knowledge Component to the Service Console.
- B. Add the Knowledge tab to the Console app.
- C. Create email templates with Knowledge Articles attached.
- D. Add the Suggested Article widget to the Case page layout.

Answer: A

NEW QUESTION 142

- (Exam Topic 1)

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 143

- (Exam Topic 1)

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 AppExdiange 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 144

- (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 148

- (Exam Topic 1)

Universal Containers is preparing to implement Service Cloud for its global Support team. Requirements gathering sessions have resulted in a large set of required deliverables.

What should a consultant recommend as the next step?

- A. Prioritize the requirements based on who submitted them.
- B. Identify the requirements needed for initial GoLive.
- C. Provide a timeline that addresses all the requirements.
- D. Organize the requirements from largest to smallest.

Answer: B

NEW QUESTION 149

- (Exam Topic 1)

Universal containers wants to assign support agents to handle only specific interaction channels based on one of the following channel groupings a) Phone b) Phone and email c) Social media (facebook and twitter). What should a consultant recommend to accomplish this?

- A. Create a service cloud console to support all channel groupings.
- B. Create an agent profile for each channel grouping.
- C. Create a unique case page layout for each channel grouping.
- D. Create an agent role for each channel grouping.

Answer: C

NEW QUESTION 153

- (Exam Topic 1)

One business unit at Universal Containers has been using Service Cloud for several years. While migrating another business unit to the platform, a System Administrator incorrectly imported 200,000 case records, which created significant data corruption of existing records. The most recent data backup available is more than 90 days old. Which option should the Consultant recommend?

- A. Restore the data using the available backup.
- B. Log a Data Recovery case with Salesforce Support.
- C. Use Data Loader to delete the corrupt data.
- D. Manually update the corrupt data to correct it.

Answer: B

NEW QUESTION 158

- (Exam Topic 1)

Universal Containers wants to provide its five million customers a solution where customers can submit inquiries, monitor the status of those inquiries, and view their contact information.

Which type of Community license should be used to meet these requirements?

- A. Company Community
- B. Employee Community
- C. Customer Community
- D. Partner Community

Answer: C

NEW QUESTION 159

- (Exam Topic 1)

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 162

- (Exam Topic 1)

Universal Containers would like for article to be different channel for social interactions. What solution should a consultant recommend?

- A. Set up communication channel layouts in the object manager to use Insert Article into Social post.
- B. Set up insert Article into Social post and enable the customer community portal.
- C. Create a Chatter group and invite the customer to join with an external chatter user.

D. Create a Visualforce page on the customer community portal.

Answer: B

NEW QUESTION 163

- (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 164

- (Exam Topic 1)

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 166

- (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 data categories with custom visibility.
- B. Define article types with public sharing settings.
- C. Define topics for each knowledge article.
- D. Define a custom field to identify the subject.

Answer: ABD

NEW QUESTION 167

- (Exam Topic 1)

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 169

- (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 174

- (Exam Topic 1)

Universal Containers is exploring ways to provide its customers with more self-service options in its new Customer Community to reduce the number of interactions with their contact center. Which two features should a Consultant consider implementing? Choose 2 answers

- A. Use a community template to set up their customer community.
- B. Enable web -to -case on their public website.
- C. Enable Live Agent in their community to chat with an agent.
- D. Add the Question action to Chatter in the community publisher.

Answer: AD

NEW QUESTION 179

- (Exam Topic 1)

A service manager has just configured chat at a company site. Now, the agents cannot see the chat footer components in the console. Which configuration option should be verified?

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

Answer: D

NEW QUESTION 183

- (Exam Topic 1)

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 186

- (Exam Topic 1)

Universal Containers is implementing an entitlement process to measure customer service level agreements (SLAs). Which two approaches can be used to accomplish this goal? Choose 2 answers

- A. Representing metrics such as first-response and resolution time on cases
- B. Monitoring the case escalation rule queue to confirm service levels are met
- C. Identifying the customer contact associated with a particular stage of a service contract
- D. Displaying whether a case response complies with a customer's service level agreement

Answer: AD

NEW QUESTION 190

- (Exam Topic 1)

Universal Containers requires a scheduling solution that will allow Managers to coordinate service engineers across multiple Territories. What solution should a consultant recommend?

- A. Field Service Lightning
- B. Lightning Console
- C. Salesforce Mobile App
- D. Employee Community

Answer: A

NEW QUESTION 194

- (Exam Topic 1)

UC has a three-tiered contact center. Cases are routed to Tier 1 or Tier 2 based on severity, priority, complexity, or SLAs. Cases are assigned to Tier 3 only if they are escalated by Tier 1 and Tier 2. How can UC measure case escalation?

- A. Create a case report to show all cases across tiers filtered by an escalation flag.
- B. Create an approval process to ensure only the appropriate cases get escalated.
- C. Create a case report to show the number of cases for each tier and sort them by case owner.
- D. Create a custom trigger to generate history when cases get escalated between tiers.

Answer: A

NEW QUESTION 197

- (Exam Topic 1)

Universal Containers Call Center Agents have limited visibility to customer support levels, resulting in inconsistent response times and lengthened resolution times. Which two recommendations should a Consultant recommend to improve the agent experience and reduce response and resolution times? Choose 2 answers

- A. Configure Assignment Rules based on Case Priority.
- B. Add the Entitlements related list to the Account Page Layout.
- C. Create a Report of all active Entitlements grouped by Customers.
- D. Configure Success, Warning, and Violation Actions for Milestones.

Answer: AB

NEW QUESTION 201

- (Exam Topic 1)

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. Use the files related list on each article to add files to your articles.
- B. Post the files to the chatter feed on each article.
- C. Upload the files as documents, then relate them to the migrated articles.
- D. Use the lightning knowledge migration tool and choose "include files".

Answer: A

NEW QUESTION 202

- (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 204

- (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 205

- (Exam Topic 1)

Milestones can be added to which three object types? Choose 3 Answers

- A. Work order
- B. Case
- C. Service
- D. Entitlement
- E. Account

Answer: ABD

NEW QUESTION 208

- (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 212

- (Exam Topic 1)

Universal Containers is using the Service Cloud Console for managing cases. They would like to add the Salesforce SoftPhone to enable click-to-dial capability.

What needs to be configured for the SoftPhone to work in Salesforce?; Choose 3 answers

- A. Assign the Salesforce users to the Call Center.
- B. Install an adapter from AppExchange to work with third-party CTI systems
- C. Use Apex to create an adapter to work with third-party CTI systems
- D. Create a SoftPhone layout and assign to user profiles
- E. Assign the Salesforce CTI license to Salesforce users

Answer: ABD

NEW QUESTION 216

- (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 219

- (Exam Topic 1)

Which solution can be used to improve call deflection?

- A. Knowledge base
- B. Community forum
- C. Assignment rules
- D. Web chat
- E. Case routing

Answer: D

NEW QUESTION 222

- (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 223

- (Exam Topic 1)

Field engineers often need to access current inventory levels of products the customer has purchased while at customer sites.

Which solution should a Consultant recommend to meet this requirement?

- A. Implement Field Service Lightning.
- B. Integrate with an enterprise resource planning system.
- C. Develop and publish a knowledge management system
- D. Configure Visual Flows on Salesforce mobile.

Answer: B

NEW QUESTION 225

- (Exam Topic 1)

A contact center was unable to assign cases by case type before service was implemented, the director support needs to know which metrics to examine to determine whether the newly set up assignment rules are assigning a similar number of cases to each agent. Which metric should be recommended? Choose 2 answers

- A. Number of cases created sorted by order
- B. Number of cases by type by owner
- C. Number of cases in each status
- D. Number of solutions created per agent

Answer: AB

NEW QUESTION 230

- (Exam Topic 1)

Universal Containers wants to create a process to verify that customers are eligible for support before a case is created. A consultant recommends using entitlement management to meet this requirement. Which benefit would be realized by using the entitlement management feature? Choose 2 answers.

- A. Ability to determine if a customer has escalated a case in the past
- B. Ability to specify unique service levels for each customer
- C. Ability to prompt callers for the service contract number within IVR menus
- D. Ability to enforce service levels with the time-dependent processes

Answer: BC

NEW QUESTION 232

- (Exam Topic 1)

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 234

- (Exam Topic 1)

Which capabilities of the console can the company use to help improve its contact center performance? (Choose 2)

- A. Allows Chatter Messenger to be used between agents
- B. Displays records and their related items as tabs on one screen
- C. Is available for users in the partner portal
- D. Indicates when records and lists are changed by others

Answer: AB

NEW QUESTION 239

- (Exam Topic 1)

Universal Containers customers are encouraged to submit web cases when they find errors or omissions in product documentation. The information is captured on a case with the "Errata" record type. The Technical Writing Manager would like to send an email to the customer that includes details of the correction process. What should a consultant recommend to meet this requirement?

- A. Create a workflow rule and email alert action that sends an email to the case contact when a case with the "Errata" record type is created
- B. Create an auto-response rule that sends an email to the case contact when a case with the "Errata" record type is created
- C. Create an Apex trigger that sends an email to the case contact when a case with the "Errata" record type is created
- D. Create an assignment rule that sends an email to the case contact when a case with the "Errata" record type is created

Answer: A

NEW QUESTION 243

- (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 248

- (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 253

- (Exam Topic 2)

Universal Containers is implementing the Salesforce Service Cloud in its contact center and has requirements listed below.

- * 2,000 agents are implemented globally 24/7 operations
- * Open case data will be migrated from a legacy system
- * New cases will be created in one system only

Which deployment method should be recommended?

- A. Migrate case data and deploy to all users at office
- B. Migrate agents to Force.com Connect Offline during deployment
- C. Deploy in phases using countries as pilots
- D. Deploy based on the number of trainers available

Answer: C

NEW QUESTION 258

- (Exam Topic 2)

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: C

NEW QUESTION 261

- (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 264

- (Exam Topic 2)

Universal Containers needs to customize Salesforce to improve its Support Agents' experience so they can work more efficiently.

Which two features requires Service Cloud?

- A. Open multiple case records as tabs and sub tabs
- B. Unique page layouts for each Case Record Type
- C. Utility Bar
- D. Access to Knowledge Articles

Answer: BD

NEW QUESTION 267

- (Exam Topic 2)

What solution should a consultant recommend while designing a plan to decrease a company's cost per call? (Choose 2)

- A. Increase the Call-to-Order ratio
- B. Use integrated voice response
- C. Bypass entitlement verification
- D. Use suggested Knowledge articles

Answer: BD

NEW QUESTION 270

- (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 271

- (Exam Topic 2)

Universal containers has implemented salesforce knowledge and the service manager wants to encourage agents to use knowledge base. Which metric should the service manager monitor? (choose 1 answer)

- A. Number of article votes
- B. Number of customer ratings
- C. Number of approved articles
- D. Number of archived articles

Answer: A

NEW QUESTION 273

- (Exam Topic 2)

What is the capability of case feed?

- A. Add custom visual force pages to the case feed page layout.
- B. Enable call control using the CTI case feed publisher.
- C. Embed case feed functionality within a visual force page.
- D. Switch from case feed to standard detail pages using a console component

Answer: C

NEW QUESTION 276

- (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 281

- (Exam Topic 2)

A company is planning for the migration of an existing knowledge base into Salesforce Knowledge. Which set of factors should be considered in selecting which articles to migrate?

- A. Last modified date and frequent search terms
- B. Last modified date and number of recent article views
- C. Original creation date and average rating of articles
- D. Original creation date and total number of article views

Answer: B

NEW QUESTION 284

- (Exam Topic 2)

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

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

Answer: B

NEW QUESTION 289

- (Exam Topic 2)

Universal Containers wants to provide its customers with more support options. Which three should a Consultant recommend? Choose 3 answers

- A. Create a Customer Community
- B. Utilize KCS to manage Knowledge
- C. Add Live Agent to public-facing sites
- D. Configure Chatter for public access
- E. Implement SOS for mobile experience

Answer: BCE

NEW QUESTION 290

- (Exam Topic 2)

A case has not been closed even after 30 days, but those cases can be closed in 7 days. What should the consultant do to overcome this? choose 2 options

- A. Use auto response rule to send an email
- B. Use escalation rule to send an email
- C. Supervisors to investigate those cases
- D. Identify those cases and assign to the closure team

Answer: CD

NEW QUESTION 292

- (Exam Topic 2)

What is a business continuity challenge in a cloud-based contact center that operates 24/7? Choose 2 answers

- A. Highly available telecom solution
- B. Periodic maintenance windows
- C. Server hardware infrastructure rebuilds
- D. System software restore after an outage

Answer: AB

NEW QUESTION 293

- (Exam Topic 2)

When designing a Case management solution to increase agent productivity, which Service Cloud features should you consider first? Choose 2 answers.

- A. Case queues
- B. Case custom reports
- C. Case assignment rules
- D. Case dashboards

Answer: AC

NEW QUESTION 297

- (Exam Topic 2)

What process is a use case for Visual workflow? Choose 3 answers

- A. Field validation during case creation
- B. Cross-self promotions for representatives
- C. Assignment of email to a case queue based on subject
- D. Decision-based troubleshooting for representatives
- E. Caller verification and creation of a new case

Answer: ADE

NEW QUESTION 302

- (Exam Topic 2)

Universal Containers is evaluating whether to implement On-Demand Email-to-Case or Email-to-Case and needs to ensure the solution selected will meet its requirements.

Which customer requirement would require the use of Email-to-Case?

- A. Accepts email attachments larger than 10 MB
- B. Accepts attachments from emails
- C. Handles more the 10,000 emails a day
- D. Requires the use of Transport Layout Security (TLS)

Answer: A

NEW QUESTION 303

- (Exam Topic 2)

Universal Containers has basic field service requirements and has not yet deployed the Service Cloud. The company would like to automatically create a field service dispatch record and assign it to a queue when specific case criteria are selected by an agent working the case.

Which solution will create and route the field service dispatch record when the case is saved?

- A. Use a workflow rule with an action
- B. Use a validation rule
- C. Use a case assignment rule
- D. Use an Apex trigger

Answer: A

NEW QUESTION 304

- (Exam Topic 2)

Which metric influences customer satisfaction? Choose 2 answers

- A. After call work
- B. Cost per call
- C. First call resolution
- D. Call quality

Answer: CD

NEW QUESTION 305

- (Exam Topic 2)

What are some uses of www.trust.salesforce.com in business continuity planning? (Choose 3)

- A. To provide online security threat information
- B. To provide live and historical data on system performance
- C. To provide information planning planned maintenance
- D. To provide live support for system and data backup
- E. To provide best practices for continuity plans

Answer: ABC

NEW QUESTION 306

- (Exam Topic 2)

Using Import Wizard, how many Asset records can you import at a time?

- A. 1000
- B. 5000
- C. 50,000
- D. 100,000
- E. You cannot import Assets via Import Wizard

Answer: E

NEW QUESTION 311

- (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 314

- (Exam Topic 2)

Customers can contact Universal Appliances to report problems with their appliances within 30 days of delivery. Support agents need quick-view-only access to an external database the stores over 100,000 known product bugs logged by the product engineers. Which solution should a consultant design to meet this requirement? (Choose 2)

- A. Display product bug data in Salesforce via a Visualforce page (or use Lightning Connect)
- B. Use Web Services API to integrate the external database with Salesforce
- C. Create a custom product bug object and import data into Salesforce
- D. Use Bulk API to load the product bug data into Salesforce

Answer: AB

NEW QUESTION 319

- (Exam Topic 2)

A consultant is working on a Service Cloud implementation with a fixed budget and timeline. The analysis phase of the project has just been completed. Additional requirements were discovered that will result in the project exceeding timeline and budget constraints. What is the first step the consultant should take to address the issue?

- A. Adjust the dates in the project plan to account for the additional requirements and communicate the new timeline.
- B. Add development resources to the project team to build out the additional requirements.
- C. Adjust the project scope to accommodate new requirements and continue with the original project schedule
- D. Document the requirements gap and communicate development options to the project team

Answer: D

NEW QUESTION 324

- (Exam Topic 2)

The lifecycle of a Knowledge article consists of five stages. In which order does an article proceed through these stages?

- A. Create, approve, publish, consume, feedback
- B. Create, feedback, publish, approve, consume
- C. Create, publish, feedback, approve, consume
- D. Create, consume, feedback, approve, publish

Answer: A

NEW QUESTION 328

- (Exam Topic 2)

Universal Containers is trying to reduce the amount of time support agents spend creating cases. The new method case creation must allow for 4000 - 5000 new cases a day, as well as the attachment of documents under 25 MB by the customer.

Which method should the consultant suggest?

- A. On-Demand Email-to-case
- B. Standard email to case
- C. Web to case forms
- D. Omni channel routing

Answer: A

NEW QUESTION 331

- (Exam Topic 2)

A report shows average time spent by agents to resolve cases. Nine of twelve agents spend approximately the same time to resolve cases. However, Agent A has a much shorter average time to resolve cases and Agents B and C have a much longer average time to resolve cases. How can the supervisor use this data to drive greater consistency in average time spent by agents across the team? Choose 3 answers:

- A. Document and share the practices of Agent A with the team via knowledge articles
- B. Lower the target for entire team to that of Agent A
- C. Review case history and activities for Agents B and C
- D. Build a dashboard to display individual performance by agent versus the team goal
- E. Update case assignment rules to route more cases to Agent A

Answer: ACD

NEW QUESTION 334

- (Exam Topic 2)

Universal Containers support manager wants to share product-specific information with their customer Communities. What should a consultant recommend to

meet this requirement? Choose 3 answers

- A. Assign Article types to the Community
- B. Enable Public Solutions
- C. Enable Article deliveries
- D. Publish Articles to external channels
- E. Configure Content Library permission

Answer: ABD

NEW QUESTION 336

- (Exam Topic 2)

The Contact Center at Universal Containers wants to increase its profit margins by promoting call deflection within Service Cloud. Which two solutions should a Consultant recommend? Choose 2 answers

- A. Knowledge Base
- B. Customer Community
- C. Automatic Call Distribution
- D. Service Cloud Console

Answer: AB

NEW QUESTION 338

- (Exam Topic 2)

What is a benefit of a customer community? Choose 2 answers.

- A. Eliminates the need to track service level agreements
- B. Reduces incoming call volume
- C. Enables customers to log inquiries without contacting an agent
- D. Eliminates the need for support agents

Answer: BC

NEW QUESTION 343

- (Exam Topic 2)

Which two configuration steps are required before Quick Actions can be used in Macros? Choose 2 answers

- A. The specific Quick Action must be added to the Case Feed.
- B. Global Actions need to be on the publisher layout.
- C. The specific Quick Action must be added to the Case record page.
- D. Quick Actions must be enabled in the org.

Answer: AC

NEW QUESTION 346

- (Exam Topic 2)

Universal Containers wants to display a list of open cases, data from an external system, and knowledge articles in one view in Salesforce. What should a consultant recommend to meet this requirement?

- A. Configure the Salesforce Console for Service, add Visualforce components, and activate the Knowledge sidebar.
- B. Configure the Salesforce Console for Service, integrate the external system, and enable Knowledge
- C. Configure the agent console and display the articles, case view, and external system custom object
- D. Create a custom Visualforce page to display case list view, external system, and knowledge articles

Answer: A

NEW QUESTION 350

- (Exam Topic 2)

An Inside Sales Contact Center Manager would like to assess the ROI of the Contact Center. Which three metrics should the Manager use to assess the ROI? Choose 3 answers

- A. Average queue time per agent
- B. Number of leads created
- C. Opportunities per channel
- D. Cost per call
- E. Number of sales queues

Answer: BCD

NEW QUESTION 355

- (Exam Topic 2)

Using standard case management capabilities, what can be emailed to a customer as a PDF attachment?

- A. Articles appearing in the Knowledge sidebar
- B. Products and assets associated to the case
- C. Knowledge articles attached to the case
- D. Contract details related to the entitlement

Answer: C

NEW QUESTION 356

- (Exam Topic 2)

You're working on a sales presentation for your customer - universal paper, you might want to add the topic #universal paper in your status update. What does the hashtag do?

- A. Returns a link that returns a post with the same reference
- B. Tag another chatter user
- C. Deletes posts

Answer: A

NEW QUESTION 358

- (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 359

- (Exam Topic 2)

A consultant needs to import 2,000 source articles for a Salesforce Knowledge implementation. The source articles are in HTML and contain several images. All of the articles are FAQs.

Before importing the articles into Knowledge, which step should a consultant perform? (Choose 3)

- A. Create the data categories and set up the data category values.
- B. Set up a zip file that contains the CSV, HTML, and image files.
- C. Create the custom fields for the slide type
- D. Set up the article actions and assign publishers to each action
- E. Set the publication status of the article type to draft status

Answer: ABD

NEW QUESTION 364

- (Exam Topic 2)

The manager of a large credit card contact center needs to understand how many customers call daily to check their balance without speaking with an agent. Which system would be used to generate the report?

- A. Automatic Call Distributor
- B. Private Branch Exchange
- C. Interactive Voice Response
- D. Time and Attendance

Answer: C

NEW QUESTION 366

- (Exam Topic 2)

Universal Containers' contact center manager needs to measure the following metrics:

- * Agent productivity
- * Customer satisfaction

Which report should a consultant recommend? (Choose 2)

- A. Average handle time
- B. First contact resolution
- C. Average speed to answer
- D. Escalation rate

Answer: AB

NEW QUESTION 367

- (Exam Topic 2)

Universal Containers knows it will be adding new Cases at a rate of 4-6 million per year and wants to maintain performance over time. Which two recommended techniques should be utilized? Choose 2 answers

- A. Optimize queries to reduce the scope of Cases included with each search.
- B. Create a data retention plan that archives or purges Cases at regular intervals.
- C. Ask contact center managers to review data each quarter to possibly delete.
- D. Write an Apex trigger that deletes one case each time a new case is created.

Answer: AB

NEW QUESTION 372

- (Exam Topic 2)

To manage the publishing lifecycle for articles in Salesforce Knowledge, the contact center director wants to provide article with various publishing capabilities. What configuration should be recommended to meet this objective?

- A. Assign article managers to public groups and specific article actions to each group.
- B. Assign article managers to publication teams and specific article actions to each team.
- C. Assign article managers to public groups and specific publication states to each group.
- D. Assign article managers to publication teams and specific publication states to each team.

Answer: A

NEW QUESTION 373

- (Exam Topic 2)

What is a benefit of a quality monitoring system? Choose 2 answers

- A. Lower the average speed of answer (ASA)
- B. Teach new agents how to handle difficult situations
- C. Enforce a consistent standard of service for customer interaction
- D. Capture inappropriate word usage and generate reports

Answer: CD

NEW QUESTION 374

- (Exam Topic 2)

Which feature of Salesforce Knowledge can be leveraged to create a customer-facing product information website? Choose 2 answers.

- A. Display articles in a public knowledge base.
- B. Display articles in Salesforce Answers.
- C. Display articles with HTML, images, and links.
- D. Publish articles to the Web using Salesforce Publisher.

Answer: AC

NEW QUESTION 378

- (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 382

- (Exam Topic 2)

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 384

- (Exam Topic 2)

Universal Containers CFO is looking for ways to reduce contact center costs. Which customer service metric should the CFO monitor to reach the budget goals? (Choose 2)

- A. First call resolution
- B. Average handle time
- C. Upsell percentage
- D. Customer retention

Answer: AB

NEW QUESTION 385

- (Exam Topic 2)

Universal Containers plans to migrate data into SFDC from a legacy system. Which step should be taken before performing the migration of the data (Choose 2)?

- A. Normalize database

- B. Perform data cleaning
- C. Enable data validation rules
- D. Develop data map

Answer: BD

NEW QUESTION 387

- (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 389

- (Exam Topic 2)

UC 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. Data loader, change sets, and Force.com Excel Connector
- B. Force.com migration tool, Force.com IDE, and change sets
- C. Visual Workflow, data loader, and Force.com IDE
- D. Mass Transfer Records, change sets, and Force.com migration tool

Answer: B

NEW QUESTION 391

- (Exam Topic 2)

Universal Container wants to measure the efficient of its Contact Center. Which three metrics should the contact center manager analyze?

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

Answer: BCD

NEW QUESTION 394

- (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 395

- (Exam Topic 2)

A Global company requires public documents to be translated into multiple languages. Which implementation should the consultant recommend?

- A. Lightning Knowledge
- B. Classic Knowledge
- C. Salesforce Content
- D. Salesforce Files

Answer: B

NEW QUESTION 398

- (Exam Topic 2)

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

Answer: AD

NEW QUESTION 403

- (Exam Topic 2)

Universal Containers has an upcoming maintenance window where read-only access will be available. Which two actions will Universal Containers be able to perform during this window? Choose 2 answers

- A. Run and view Salesforce reports.
- B. Update case data for a customer.
- C. Post report information on Chatter.
- D. Review existing cases for an account.

Answer: AD

NEW QUESTION 404

- (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 408

- (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 413

- (Exam Topic 2)

UC wants to provide its 20 million customers with a portal where they can: Submit inquiries, Monitor the status of those inquiries, and View their contact information. To meet these requirements, which type of portal license would be most appropriate for the customers?

- A. Partner portal
- B. Service Cloud portal (Customer Community)
- C. Enterprise admin
- D. Sites

Answer: D

NEW QUESTION 417

- (Exam Topic 2)

Universal Containers plans to migrate its existing knowledge base into Salesforce Knowledge. Which three statements must be considered?

Choose three answers

- A. A separate .csv import file is uploaded for each data category
- B. Attachments and .html files must be referenced in a corresponding .zip file
- C. Each article must be associated to an article type
- D. One .csv import file is uploaded for all article types
- E. A separate .csv import file is uploaded for each article type

Answer: BCE

NEW QUESTION 420

- (Exam Topic 2)

UC is initiating a program to improve customer satisfaction. As part of the program, customers must be surveyed after the case is closed to ensure the customer is satisfied and the issue has been resolved. What solution should a consultant recommend to meet this requirement?

- A. Use workflow rules to send an email to the customer
- B. Use escalation rules to assign the case to a case queue
- C. Use auto-response rules to send an email to the customer
- D. Use assignment rules to assign the case to a case queue

Answer: A

NEW QUESTION 425

- (Exam Topic 2)

Universal Health supports medical kits that have been distributed to thousands of hospitals. Hospitals can request future credit by providing kit usage information by patient. The regional processing teams review these requests and award coupons for approved cases. What should a consultant recommend to manage this process using Service Cloud?

- A. Enable the self-service portal to generate logins for the hospital staff by region.
- B. Use Web-to-Lead to capture the credit requests and assign them to regional teams using workflow rules.
- C. Design a custom object to track credit requests and route them regionally using assignment rules
- D. Use cases to track the credit requests and route them to regional teams using assignment rules

Answer: D

NEW QUESTION 429

- (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 431

- (Exam Topic 2)

A support agent has a detailed question about product functionality. The agent needs to access a real-time response from internal subject matter experts. Which feature will help the support agent send this question to the right group of people?

- A. Mass Email
- B. Chatter Groups
- C. Public Groups
- D. Escalation Rules

Answer: B

NEW QUESTION 433

- (Exam Topic 2)

Universal Containers requires that a case status be updated 48 hours after a solution to the case has been emailed to a customer. Which Salesforce feature would be used to meet this requirement?

- A. Assignment rules
- B. Validation rules
- C. Workflow rules
- D. Auto-response rules

Answer: C

NEW QUESTION 434

- (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 439

- (Exam Topic 2)

Universal Containers has built a custom Visualforce page called "Knowledge" that is used internally to access Classic Knowledge.

Which two steps must be taken to ensure the Visualforce page continues to work after migrating to Lightning Knowledge?

Choose 2 answers

- A. Remove Apex code references to the Article RecordType field.
- B. Configure the Visualforce page to use the Lightning Design System.
- C. Rename the Visualforce page to "Lightning Knowledge"
- D. Remove Apex code references to the ArticleType field.

Answer: BC

NEW QUESTION 441

- (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 appearance 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 446

- (Exam Topic 2)

Universal Containers (UC) created a new mobile app that enables customers to place orders and track fulfillment. UC wants to quickly embed customer service into the new mobile app. Which two features should be added to meet this requirement? Choose 2 answers

- A. Salesforce Knowledgebase
- B. Chatter Groups
- C. Field Service Lightning
- D. Service Cloud SOS

Answer: CD

NEW QUESTION 448

- (Exam Topic 2)

Universal Containers analyzes key performance indicators (KPIs) and discovers that customer satisfaction is decreasing. The company attributes the decrease in customer satisfaction to a low first-call resolution rate. What can be done to improve the first call resolution rate? Choose 2 answers.

- A. Reduce the cost per call
- B. Train support agents
- C. Align agent performance goals with KPIs
- D. Hire additional support agents

Answer: BC

NEW QUESTION 450

- (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 453

- (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 458

- (Exam Topic 2)

UC is in the process of implementing Service Cloud. In which order should the data be migrated?

- A. Users, accounts, contacts, cases
- B. Accounts, contacts, cases, users
- C. Users, contacts, accounts, cases
- D. Accounts cases, users, contacts

Answer: A

NEW QUESTION 462

- (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 467

- (Exam Topic 2)

Which two advantages does Salesforce provide with the OpenCTI framework? Choose 2 answers

- A. Agents can use telephony on a wide range of browsers and operating systems while only developing once.
- B. Developers can embed API calls and processes on web pages to automate call handling processes.
- C. Developers can integrate with any telephony platform available with little to no need for customization.
- D. Agents can run their SoftPhone at the operating system level, embedded in the task bar or system tray.

Answer: AB

NEW QUESTION 471

- (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 476

- (Exam Topic 2)

Support engineer need to see a complete chronological list of field edit to a case, associated emails, case comments, and field edit to related objects in a single view while working on a case.

How should the requirement be met?

- A. Create a custom report
- B. Create a custom related list on the case
- C. Create a custom view on the Case tab
- D. Create a custom Visualforce page

Answer: B

NEW QUESTION 478

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