

Salesforce

Exam Questions Service-Cloud-Consultant

Salesforce Certified Service cloud consultant (SP19)



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 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 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 wants to notify Support Managers when a new case have been untouched from more than two business days. Which approach should a consultant implement?

- A. Define case auto-response rules.
- B. Establish case assignment rules.
- C. Use Flow Builder to create a flow with scheduled path.
- D. Configure case escalation rules.

Answer: D

NEW QUESTION 6

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 7

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 mitigation 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 sandbo
- 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 8

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 9

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

What should a consultant recommend to meet this requirement?

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

Answer: C

NEW QUESTION 10

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 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 14

The contact center at Universal Containers wants to increase its profit margins by promoting call deflection with Service Cloud.

Which two solutions should a consultant recommend? Choose 2 answers

- A. Customer community
- B. Knowledge base
- C. Service Cloud console
- D. Automatic call distribution

Answer: AB

NEW QUESTION 16

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 21

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

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

Answer: D

NEW QUESTION 23

what should a consultant recommend to ensure chat request contain enough information for customer service representatives to effectively respond?

- A. Customize the lightning console chat page
- B. Configure a chat validation rule
- C. Customize the pre chat form
- D. Configure Lightning Guided Engagement

Answer: C

NEW QUESTION 26

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

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

Answer: BCD

NEW QUESTION 30

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

- A. Create SF cases to have omni-channel enabled
- B. Create the necessary objects in SF
- C. Customize service channel settings to define how the org receives work from various sources
- D. From Setup, select Omnichannel and select Enable omni-channel

Answer: D

NEW QUESTION 31

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

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

Answer: A

NEW QUESTION 36

VP of Service at Universal Containers wants to make it easier and faster for support reps to send knowledge articles to customers. What should a consultant configure to satisfy this request?

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

Answer: D

NEW QUESTION 40

What are three best practices that should be used when deploying Salesforce functionality to production? Choose 3 answers

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

Answer: BCE

NEW QUESTION 42

Universal Containers wants to import an external knowledge base to Lightning Knowledge using the Knowledge Importer. How should this be implemented? Choose 2 answers

- A. Article Record Types must be created before the import.
- B. Each Article Record Type must be in a separate CSV.
- C. Article Record Types will be created as part of the import.
- D. Multiple Article Record Types can be imported in the same CSV.

Answer: AD

NEW QUESTION 44

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 46

Universal Containers wants to display a history of all of today's changes to a case in the order that occurred on a single page view. This requirement includes comments, emails, and edit to case fields. What tool should a consultant recommend to implement this requirement?

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

Answer: B

NEW QUESTION 48

Universal Containers has four internal divisions that use Salesforce Knowledge. Compliance requirements mandate that each division should only have access to its own articles when performing a search. Which solution should a consultant recommend to meet this requirement?

- A. Create separate data category groups for each division and assign the category to a division profile.
- B. Create a sharing rule for each division to provide access using the role hierarchy.
- C. Create a sharing rule for each division to provide access based on criteria of the article.
- D. Create a single data category group for each division and provide access using the role hierarchy.

Answer: D

NEW QUESTION 52

Which search mechanism should be used to find case comments from within the lightning service console?

- A. Search utility component
- B. Comment search component
- C. Comments list view
- D. Global search

Answer: D

NEW QUESTION 53

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

What is the recommended case deflection solution?

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

Answer: C

NEW QUESTION 58

Cloud Kicks has millions of customers. Only a small percentage of the customers have existing Contact records in Salesforce The customer's email address is used to populate details from another system and enrich the Contact record.

A service center uses multiple channels to support customers, including phone, Email-to-Case, and Web-to-Case. Support agents frequently fail to capture the necessary information, leading to an inconsistent customer experience.

What is the recommended method to consistently capture new caller details?

- A. Use a global quick action to capture details.
- B. Use an auto-launched flow to capture details.

- C. Use a new customer Path on Contact to capture details.
- D. Use Open CTI with Pop to flow to capture details.

Answer: B

NEW QUESTION 59

Universal Containers wants to implement a customer service site. The goal of the site is to enable community members to access, create, and manage cases online.

How should the consultant implement these requirements?

- A. Change the org-wide default for cases and contacts internal access to private.
- B. Update the case assignment rule to add the site member to the predefined case team.
- C. Create a sharing rule to share the contact record with the site member.
- D. Set up a sharing set to grant access based on the site member's contact record.

Answer: D

NEW QUESTION 62

service representatives are complaining that their lightning service console is too crowded

Making it difficult to find tab and features required. After reviewing service console all configured features are required.

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

Answer: C

NEW QUESTION 63

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 65

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

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

Answer: A

NEW QUESTION 67

Universal Containers wants to let its customers interact real-time with support agents from their computers and mobile devices.

What feature should a consultant recommend to meet this requirement?

- A. Web-to-Case
- B. Embedded Chat Service
- C. Customer Community
- D. Case Assignment Rules

Answer: B

NEW QUESTION 70

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

What is the recommended method to decrease the time it takes to close cases?

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

Answer: C

NEW QUESTION 72

Universal Containers is looking for ways to provide more proactive support and to promote its brand on the internet with minimal investment. A consultant recommends installing the Social Customer Service Start Pack.

Which two features should the consultant recommend as part of the deployment?

- A. Select two Twitter or Facebook accounts.
- B. Create and assign permission sets to give agents social account access.
- C. Retrieve Social Studio credentials.
- D. Enable the Moderation feature to automatically create cases from posts.

Answer: AB

NEW QUESTION 73

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 78

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 80

Universal Containers (UC) receives partner data in Excel format. The Excel data is all text, but needs to be imported into existing Salesforce Date, Number, and Text fields.

Which three best practices should a consultant recommend? Choose 3 answers

- A. Import the records and create a workflow rule to change the data type.
- B. Standardize all rows to match Salesforce data types.
- C. Import the records and use Duplicate Management.
- D. Deduplicate the data before importing into Salesforce.
- E. Install the Data Quality Analysis Dashboards from the AppExchange.

Answer: BCD

NEW QUESTION 82

Cloud Kicks (CK) provides customized support based on product line and plans to expand from voice-only support. Support agents are certified on one or more specific product lines.

CK would like to provide support through chat, social, email, video, and web and are striving for a consistent customer experience. Agents will be trained in one or two of the new support methods, in addition to voice support.

What is the recommended solution to meet the requirements?

- A. Knowledge One with Article Recommendations
- B. Experience Cloud with self-support
- C. Omni-Channel with Skills-Based Routing.
- D. Live Agent and Live Message

Answer: C

NEW QUESTION 87

What approach should a consultant use to ensure that knowledge search only displays articles for a service agent's 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 92

The VP of Services at Universal Containers wants to reduce call center staffing. One of the initiatives is to deflect customer's interaction with a support agent while still providing relevant answers to the customer.

How can a consultant automate the use of suggested articles to accomplish this goal?

- A. An email to case inquiry
- B. On-demand email to case
- C. While holding for a support agent
- D. Web-to-case question

Answer: A

NEW QUESTION 93

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 Lifecycle report type.
- B. Create a report using the Case Age report type.
- C. Create a report using the Case Historical Trending report type.
- D. Create a report using the Case Snapshot report type.

Answer: D

NEW QUESTION 98

After migration from Knowledge to Lightning Knowledge , Authors are unable to create FAQ article type , but can successfully create Install Notes article type. Support Managers have confirmed that articles of type FAQ exist in production. How should a consultant correct this problem?

- A. Grant Authors access to FAQ article type
- B. Set Article Or Wide to Public Read Write
- C. Add Authors to the FAQ data category
- D. Grant authors access to the FAQ records type

Answer: D

NEW QUESTION 103

Cloud Kicks (CK) provides support 24 hours a day, 7 days a week. CK contracts with an external third-party help desk to provide support outside of normal business hours. The external service agents and external support managers use Experience Cloud to create cases. External support managers need to view and execute reports with the ability to "Run as specified user." What is the recommended Experience Cloud license to meet the requirements?

- A. Service Cloud Portal
- B. Customer Community Login
- C. High Volume Customer Portal
- D. Partner Community Login

Answer: A

NEW QUESTION 105

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

Answer: BC

NEW QUESTION 108

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

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

Answer: BCD

NEW QUESTION 109

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 110

universal containers is implementing a customer community using the customer service template. One of the requirements is for members to be able to find knowledge articles based on the product type. How should consultant satisfy this requirement

- A. Define article types with sharing settings
- B. Enable suggested articles in the community
- C. Utilize topic tags for each product type
- D. Set the visibility to the data categories

Answer: C

NEW QUESTION 115

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 116

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 118

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 122

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

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

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

Answer: B

NEW QUESTION 124

Universal Containers has been testing an updated Service Console in a sandbox and is ready to move it to Production. Which deployment solution should a consultant use?

- A. Change Sets
- B. Mass Transfer Records
- C. Data Loader
- D. Manual configuration

Answer: A

NEW QUESTION 129

Universal Containers has implemented KCS. Specific article types and categories require approval, both the Publish Articles action button and the Submit for

Approval buttons are available on page layouts. Agents are forgetting to submit certain article types for approval. What should a consultant recommend to automate the approval process?

- A. Workflow
- B. Assignment rule
- C. A Process Builder
- D. Validation rule

Answer: C

NEW QUESTION 130

Universal Containers has tested skills-based routing in a sandbox and is ready to deploy to Production. Which two deployment solutions should a consultant use to ensure skills-based routing is operational in Production?
Choose 2 answers

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

Answer: BC

NEW QUESTION 131

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 133

A client's Support Call Center has seen an increase in call volume on a new product line. The agents are having problems resolving issues and have been escalating to Tier 2 for support. Which action should be taken to reduce the call volumes and escalations?

- A. Create Knowledge Articles and publish internally and publicly.
- B. Configure IVR routing to bypass Tier 1 for the product line.
- C. Configure Omni-channel to assign cases directly to Tier 2.
- D. Create a dashboard to track and manage call volumes by type.

Answer: A

NEW QUESTION 137

Universal Containers wants to allow customers to be able 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 138

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 migrates to Lightning Knowledge.
- E. Article numbers change during migration.

Answer: ACD

NEW QUESTION 140

What approach should a Consultant use to ensure that Knowledge searches only display articles for a service agent's product specialization?

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

Answer: A

NEW QUESTION 142

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 144

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 148

Universal Containers wants to let its customers interact real time with support agents from their computers and mobile devices

What feature should a consultant recommend to meet this requirement?

- A. Embedded Chat Service
- B. Web-to-CaM
- C. Experience Cloud site
- D. Case Assignment Rules

Answer: A

NEW QUESTION 152

Cloud Kicks (CK) provides support 24 hours a day, 7 days a week. CK contracts with an external third-party help desk to provide support outside of normal business hours.

The external service agents and external support managers use Experience Cloud to create cases. External support managers need to view and execute reports with the ability to "Run as specified user."

What is the recommended Experience Cloud license to meet the requirements?

- A. Service Cloud Portal
- B. Customer Community Login
- C. High Volume Customer Portal
- D. Partner Community Login

Answer: A

NEW QUESTION 156

Universal Containers is changing their case management system to Salesforce. All active accounts, contacts, open cases and closed cases for the past five years must be migrated to Salesforce for go-live. Which approach should the consultant use for data migration?

- A. Prepare, plan, Test, execute, validate.
- B. Plan, prepare, test, execute, validate.
- C. Plan, prepare, validate, execute, test
- D. Prepare, plan, validate, execute, test

Answer: B

NEW QUESTION 157

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

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

Answer: AB

NEW QUESTION 159

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 161

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 164

Universal Containers (UC) wants to implement Service Cloud using Agile methodology. How should the consultant recommend delivering a successful implementation?

- A. set a cutoff date of 1.5 months before user acceptance testing for any change requests.
- B. Generate continuous feedback from the project team, and adjust the requirements and deliverables accordingly.
- C. Deliver the entire project simultaneously so as to present UC with a completed solution.
- D. Schedule a meeting with the UC executives at the start of the project to generate all the requirements.

Answer: B

NEW QUESTION 165

A recent review of customer satisfaction surveys revealed the support center does a poor job of upsetting new products to customers. Customers report dissatisfaction when calling for troubleshooting, billing, enrollment, or similar issues and receiving a sales pitch. However, customers that have been upsold new products are two times more likely to remain a customer.

What is the recommended method to ensure upselling only occurs when customers are likely to be receptive to the offer?

- A. Validation Rules
- B. Einstein Next Best Action
- C. Service Analytics Predictions
- D. Einstein Reply Recommendations

Answer: D

NEW QUESTION 170

Service Console users work on dozen of cases at one time, and often need to update a case they worked on earlier in the day. What configuration should a consultant recommend?

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

Answer: D

NEW QUESTION 173

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