Salesforce

Exam Questions Service-Cloud-Consultant

Salesforce Certified Service cloud consultant (SP19)

NEW QUESTION 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 2
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 3
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 4
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 5
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 6
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 7
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 8
Universal Containers wants to notify Support Managers when a new case has been untouched for more than two business days.
Which approach should a consultant implement?

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

Answer: D

NEW QUESTION 9
As part of a new salesforce knowledge implementation, Universal Containers would like to migrate articles from their current database.Which factor should a consultant consider as part of the migration strategy?

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

Answer: B

NEW QUESTION 10
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 10
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 12
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 17
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 18
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 23
universal Containers (UC) hired agents in an expansion of the contact center. Getting agents up to speed and fully productive is a pnority. UC implemented a standardized agent customer dialog to assist agents.
Which two features should a consultant integrate of the Service Console? Choose 2 answers

A. Lightning Flow for service
B. Interaction Log
C. Lightning Process Builder
D. Path for Cases

Answer: AB

NEW QUESTION 24
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 26
Which two areas can an Administrator make Open CTI features available to users when building a Lighting App using the App Manager? Choose 2 answers

A. On a utility bar of the Lightning App
B. On a record Highlights Panel
C. On a record Activity Feed list
D. On the Calendar right hand panel

Answer: C

NEW QUESTION 28
A business to consumer (B2C) company wants to decrease service costs and improve customer relationship currently, customers pay invoices and update their contact information by mailing paper payslips back to company.
What is the recommended solution to meet the requirements?

A. Field Service with Integrated Payments
B. Experience Cloud with Customer Account Portal template
C. Einstein Bots with Credit Card Payments
D. Service Cloud Voice with Tele-pay

Answer: D

NEW QUESTION 31
what approach should a consultant use to ensure that knowledge search only display articles for a servcie agents product specialization ?

A. Crreate 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 servce agents
C. Create a permission set for each record type ;assignpermisons to service agents
D. create a data category for each product assign data categories to service agents.

Answer: D

NEW QUESTION 32
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 34
Universal Containers wants to automate case management for the web support team.
When new cases come in from the website they should be routed to the support team to work in the order that they are submitted.
Which approach should a Consultant implement?

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

Answer: B

NEW QUESTION 37
Cloud Kicks (CK) has recently started using Entitlements within its support process. However, CK has found many cases with inaccurate data. As many Entitlements are similarly named, service agents are selecting Entitlements that are not associated with the Account assigned on the Case.
What is the recommended method to meet the requirements?

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

Answer: A

NEW QUESTION 41
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 45
universal containers is implementing a customer community using the customer service template.One of the requiremnets 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 artciels in the community
C. Utilize topic tags for each product type
D. Set the visibility to the data categories

Answer: C

NEW QUESTION 47
Cloud Kicks wants to standardize its service KPIs for response time and first case closure rates. Individual service agents, team leaders, regional directors, and the VP of service should see the same KPIs calculated using only the data the user can access.
What is the recommended running user to meet the requirements?

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

Answer: D

NEW QUESTION 52
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 56
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 60
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 62
Universal Containers has a policy that requires all email traffic to remain within its firewall. Currently, the company has 200 support agents handling email from five different time zones on its legacy system.
When implementing Salesforce, what solution should a consultant recommend for this scenario?

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

Answer: A

NEW QUESTION 65
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 70
......

Thank You for Trying Our Product

We offer two products:

1st - We have Practice Tests Software with Actual Exam Questions

2nd - Questons and Answers in PDF Format

Service-Cloud-Consultant Practice Exam Features:

* Service-Cloud-Consultant Questions and Answers Updated Frequently

* Service-Cloud-Consultant Practice Questions Verified by Expert Senior Certified Staff

* Service-Cloud-Consultant Most Realistic Questions that Guarantee you a Pass on Your FirstTry

* Service-Cloud-Consultant Practice Test Questions in Multiple Choice Formats and Updatesfor 1 Year

100% Actual & Verified — Instant Download, Please Click
Order The Service-Cloud-Consultant Practice Test Here