



# Salesforce

## Exam Questions Service-Cloud-Consultant

Salesforce Certified Service cloud consultant (SP19)

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#### NEW QUESTION 1

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. Estabalish case assignment rules.
- C. Use Flow Builder to create a flow with scheduled path.
- D. Configure case escalation rules.

**Answer: D**

#### NEW QUESTION 2

A consultant has been hired to integrate a client's phone system with the Salesforce Service Console. What are two key considerations for this integration? Choose 2 answers

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

**Answer: AC**

#### NEW QUESTION 3

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

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

**Answer: C**

#### NEW QUESTION 4

Cloud Kicks (CK) is a global company with multiple product lines. CK is preparing to launch a public kno 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 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

Universal conatiners has determined that case list views are slow to load because of the large number of cases in the system. Which two actions will improve the performance of the list views? Choose 2 answers

- A. Filter the views by case owner.
- B. Restrict visibility of the views.
- C. Reduce the number of fields displayed.
- D. Remove filter criteria from the views.

**Answer: AC**

#### NEW QUESTION 7

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 Communit
- C. Add more support phone lines.
- D. Ask sales reps to respond to support Cases

**Answer:** B

#### NEW QUESTION 8

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 9

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 10

UCs is implementing Salesforce Knowledge at its contact center. The contact center has a dedicated support team for each product that it supports. Contact center agents should only be able to view articles for the product they support. What solution should a consultant recommend to meet this requirement?

- A. Assign team-based roles to the associated product article types
- B. Assign team-based profiles to the associated product article types
- C. Assign team-based roles to the associated product data category value
- D. Assign team-based profiles to the associated product data category value

**Answer:** C

#### NEW QUESTION 10

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:** AD

#### NEW QUESTION 11

the support manager at universal containers wants to see monthly historical metrics for first call resolution by call center and agent. Which reporting should consultant recommend

- A. DynamicDahsbaord by Call Center
- B. Reporting Snapshots by call center
- C. Report Subscriptions by call center
- D. Case report grouped by call center

**Answer:** B

#### NEW QUESTION 16

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

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

**Answer:** AB

#### NEW QUESTION 19

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 24

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

**Answer:** CD

#### NEW QUESTION 28

Universal Containers (UC) hired in an expansion of the contact center. Getting agents up to speed and fully productive is a priority UC implemented a standardize agent-customer dialog to assist agents.

Which two features should a consultant integrate into the Service Console? Choose 2 answers

- A. Lightning Process Builder
- B. Interaction Log
- C. Lightning Row for Service
- D. Path for Cases

**Answer:** BC

#### NEW QUESTION 31

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 33

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 37

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 40

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

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

**Answer:** D

#### NEW QUESTION 41

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 42

What should a Consultant recommend to ensure Live Agent chat requests contain enough information for Reps to effectively respond?

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

**Answer: C**

#### NEW QUESTION 47

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 50

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 54

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 56

The Universal Containers contact center 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. Average call handle time by team.
- B. Number of cases created - - Site by month
- C. Number of IVR inquiries without agent involvement.
- D. Number of cases closed by a self-service user

**Answer: BD**

#### NEW QUESTION 59

Support Managers have requested the ability to provide real-time feedback to Agents during customer chat sessions.

- A. Push Notifications
- B. Case Feed
- C. Omni-channel Supervisor



D. Next Best Actions

**Answer:** C

#### NEW QUESTION 62

Cloud Kicks has implemented a review process for all new knowledge articles. Each article must be reviewed and approved by a subject matter expert before becoming available to users.

Which step is necessary to make articles visible in all the selected channels?

- A. The Approval Process will automatically Publish.
- B. Approve articles from the Knowledge approval page to Publish.
- C. Agents must click Publish after the Approval Process.
- D. Set the final approval action to "Lock the record for editing".

**Answer:** C

#### NEW QUESTION 66

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 70

Universal Containers 'IT policy prevents third-party software from being installed on employee computers. However, the VP of Service has asked that cases be automatically created from customer emails.

What solution should a consultant recommend?

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

**Answer:** D

#### NEW QUESTION 71

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 76

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 80

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 82

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 84

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 87

Agents at universal containers are required to update the case status to waiting for customer after they send an email to the case contact. Support managers are noticing that many agents are forgetting to perform this step. What should a consultant recommend to address this problem.

- A. Define case escalation rules
- B. Configure flow Builder /Process Builder
- C. Activate a validation rule
- D. Create a Case Macro

**Answer:** B

#### NEW QUESTION 88

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 92

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 93

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