

Exam Questions Service-Cloud-Consultant

Salesforce Certified Service cloud consultant (SP19)

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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

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

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

Answer: BC

NEW QUESTION 3

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

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

Answer: D

NEW QUESTION 4

Universal Containers wants to ensure the contracted service level requirements for its clients are being met. What should be configured to meet this requirement?

- A. Entitlement processes, milestones, milestone actions, and entitlements
- B. Entitlement processes, contracts, contract line Items, and entitlements
- C. Entitlement processes, contract line items, milestones, and entitlements
- D. Entitlement processes, contracts, milestones, and milestone actions

Answer: A

NEW QUESTION 5

Universal Containers 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 6

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 7

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

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

Answer:

AD

NEW QUESTION 8

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?

- A. Customize service channel settings to define how the organization receives work from various
- B. Create a Salesforce Case to have Omni-Channel enabled.
- C. Create the necessary objects in Salesforce.
- D. From Setup, select Omni-Channel Settings and Select Enable Omni-Channel.

Answer: D

NEW QUESTION 9

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 10

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

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 various sources
- D. From setup select omnichannel and select enable omni channel

Answer: D

NEW QUESTION 15

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

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

Answer: C

NEW QUESTION 17

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: A

NEW QUESTION 18

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 20

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 23

Cloud Kicks (CK) wants to increase the number of articles in its knowledge base while maintaining article quality. CK plans to allow all service agents to create articles. The company would like a recommendation on how to maintain its article quality. What is the recommended method to meet the requirements?

- A. Smart Links
- B. Apex Trigger
- C. Approval Process
- D. Article Translation

Answer: A

NEW QUESTION 24

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 28

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 30

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

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

Answer: A

NEW QUESTION 35

Universal Container wants to let its customers interact real time with support agents from their computers and mobile devices. What feature should a consultant recommend to meet this requirement?

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

Answer: B

NEW QUESTION 38

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 40

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 41

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

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

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

Answer: C

NEW QUESTION 45

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 48

universal Containers (UC) hired agents in an expansion of the contact center. Getting agents up to speed and fully productive is a priority. 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 50

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 53

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 55

Universal Containers wants to reduce the amount of Sim support agents spend creating cases. Case creation must scale up to 5000 new cases per day, as well as allowing file attachments under 25 MB by the customer.

Which two features should the consultant suggest? Choose 2 answers

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

Answer: AB

NEW QUESTION 58

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

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

Answer: BCD

NEW QUESTION 59

Which feature should a Consultant recommend to allow a Tier 2 Service Representative to take over case processing from Tier1 and know how far Tier1 had progressed in troubleshooting?

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

Answer: B

NEW QUESTION 63

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 67

Milestones can be added to which two Object types? Choose 2 answers

- A. Account
- B. Work Order
- C. Last
- D. service

Answer: BC

NEW QUESTION 70

universal containers wants to schedule technicians for repair services when an agent is unable to solve customer problem via call center

- A. Omni channel
- B. Contact Requests
- C. field service
- D. Mobile connect

Answer: C

NEW QUESTION 73

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 75

The Support Manager at Universal Containers is getting inaccurate agent performance reports. After researching the data, the Salesforce Administrator has identified hundreds of cases that are closed, but still owned by a queue.

Which two solutions should a Consultant recommend to correct this problem? Choose 2 answers

- A. Create a case assignment rule to ensure cases are owned by a user when closed.
- B. Use a data tool to update the owner field on closed cases.
- C. Create a Process Builder and Flow to change the owner on closed cases.
- D. Create a case validation rule to ensure cases are owned by a user when closed.

Answer: AB

NEW QUESTION 80

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 82

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 84

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 86

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 90

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 95

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 99

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 102

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 107

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 112

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 113

Universal Containers has implemented KCS. Specific article types and categories require approval, both the Publish Articles action button and the Submit for Approval button are available on page layouts. Agents are forgetting to submit certain articles 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 115

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 118

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 119

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 123

When Service Reps view a Case, they often need to see the Case History of other Cases for that same Account. How should a Consultant configure the Lightning Service Console to support this requirement?

- A. Account tabs and Cases tab
- B. Case tabs with Account subtabs
- C. Account tab with Cases related list
- D. Account tabs with Case Subtabs

Answer: C

NEW QUESTION 125

to help service agents more accurately respond to cases universal containers wants a list of relevant knowledge articles to be displayed on case record page.

- A. Add the knowledge related list to the case record page
- B. Add the knowledge tab to the service console
- C. Add knowledge component to case record page
- D. Add knowledge data categories to each case

Answer: C

NEW QUESTION 128

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 133

Cloud Kicks (CK) recently implemented Knowledge Centered Support to improve the expertise of its agents. The pilot focused on creating articles for the most common support topics. After the pilot, customer satisfaction has improved and average call time has decreased. To continue improving KPIs, CK wants to know where to focus its efforts next. Which Knowledge dashboard should a consultant use?

- A. Most Revised Articles
- B. Most Linked Articles
- C. Top Articles sorted descending
- D. Search Activity Gaps

Answer: B

NEW QUESTION 137

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 142

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 145

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