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
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 3
Metrics show that Universal Containers has a high call abandonment rate Which two strategies should a consultant recommend?
Choose 2 answers

A. Simplify the interactive voice response (IVR) tree.
B. Set up Email-to-Case.
C. Use Assignment rules and case queues.
D. Add additional agents to lower average hold time.

Answer: AD

NEW QUESTION 4
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 5
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 6
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 7
A Service Representative transfers a Live Agent Chat to another Representative. Which two things will happen? Choose 2 answers

A. Both Service Reps can chat with the Customer.
B. The Customer does not know they were transferred.
C. The Chat Transcript and Case are transferred.
D. The Customer is shown the new Representative's Name

Answer: CD

NEW QUESTION 8
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 9
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 10
Universal Containers wants a mechanism that provides customers access to product installation guides, warranty information.
What solution should the consultant recommend to meet this request?

A. Create a Customer Experience Cloud site.
B. Implement Recommended Articles.
C. Configure Web-to-Case.
D. Deploy a Partner Central Community.

Answer: B

NEW QUESTION 10
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. Configure Process Builder
B. Activate a Validation Rule
C. Define Case Escalation Rules
D. Create a Case Macro

Answer: D

NEW QUESTION 11
Which feature should a consultant recommend to allow a tier 2 service representative to take over case
processing from tier 1 and know how far tier I had progressed in troubleshooting?

A. Lighining Row Component
B. Lightning Guided Engagement
C. Service Console Macros
D. Path for Cases

Answer: B

NEW QUESTION 16
vp of service at universal containers wants to make it easier and faster for support reps to send knowldge articles to customers. What should a consultant configure to satisy 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 teh customer
C. create a workflow email alert to send the artilce to the customer
D. create a lightning email template to sned artilce to customer

Answer: D

NEW QUESTION 19
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 22
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 25
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
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 30
Universal Containers (UC) added a channel to the Service Cloud deployment. UC wants the functionality to include the ability to log the case thread and store attachments to the case record.
Which channel should a consultant recommend to meet these requirements?

A. Email-to-case
B. Social Customer Service
C. Chat
D. Web-to-case

Answer: A

NEW QUESTION 32
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 36
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 39

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 42
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 45
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 46
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 50
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 51
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 53
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 54

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 57

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 58

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 ;assignpermisisons to service agents
D. create a data category for each product assign data categories to service agents.

Answer: D

NEW QUESTION 60

To help Service Agents more accurately respond to Cases, Universal Containers want a list of relevant Articles displayed on the Case record page.
How should a consultant configure this requirement?

A. Add the Knowledge related list to the Case record page.
B. Add the Knowledge tab to the Service Console.
C. Add Knowledge Data Categories to each Case.
D. Add the Knowledge Component to the Case record page.

Answer: D

NEW QUESTION 61

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 62

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 66

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 68
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 71
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 75
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 80
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 83
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 88
The Universal Containers contact center offers support through phone, email, public website, and a Community. The contact center manger 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 91
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 93
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 94
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 99
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 104
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 107
Universal Containers runs a support operation with multiple call centers. The Support Manager wants to measure first-call resolution by call center location, agent, and calendar month.
Which reporting solution should the Consultant recommend?

A. Create a list view report that includes fields for call center location, agent, calendar month, and first-call resolution.
B. Create a reporting snapshot that includes fields for call center location, agent, calendar month, and first-call resolution.
C. Create a joined report that includes fields for call center location, agent, calendar month, and first-call resolution.
D. Create a matrix report that includes fields for call center location, agent, calendar month, and first-call resolution.

Answer: D

NEW QUESTION 110
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 111
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 114
Universal Containers wants to allow customers to ability 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 117
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 119
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 120
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 122
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 124
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 consultnat 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 127
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. Omni-Channel
B. Entitlements
C. Case Escalation
D. Case Milestones

Answer: B

NEW QUESTION 129
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 133
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 138
Universal containers would like for articles to be suggested to agents based on information they are typing into the case. What solution should a consultant recommend?

A. Create a salesforce console for service and enable the knowledge sidebar on the case page layout.
B. Enable the knowledge sidebar setting in the case support settings.
C. Create a visualforce page called knowledge sidebar on the case page layout.
D. Enable the knowledge sidebar related list on the case page layout.

Answer: B

NEW QUESTION 140
A Service Rep transfers a Live Agent Chat to another Rep. Which two things will happened?

A. The Customer is shown the new Rep's name
B. Both Service Reps can chat with the customer
C. The chat transcripts and case are transferred
D. The Customer doesn't know they were transferred

Answer: AC

NEW QUESTION 144
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 148
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