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 Lifecyle 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 is implementing a customer community to provide self service options to its B2C customers.Which two features should a consultan recommend.

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

Answer: BC

NEW QUESTION 4
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 5
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 6
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 7
Universal Containers wants to implement a customer service community.
The goal of the community is to enable community members to access, create, and manage cases online. How should the consultant implement these requirements?

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

Answer: C

NEW QUESTION 8
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 9
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 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
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 15
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 17
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 18
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 19
what should a consultant recommend to ensure chat request contain enough infomration 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. ConfigureLightningGuided Engagement

Answer: C

NEW QUESTION 23
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 25
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 27
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 30
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 33
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 38
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 42
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 44
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 45
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 48
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 53
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 56
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 58
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. Manuallyre create the Permission sets
C. Create an Unmanaged package
D. Publish a Managed package

Answer: A

NEW QUESTION 61

Ursa Major Solar cells highly technical products that require specific expertise for configuration changes and troubleshooting. A mobile workforce can be dispatched to support customers. Dispatching a worker comes at a high cost, and available appointment times are typically several weeks in the future.
What is the recommended method to improve the support experience while providing expert-level support?

A. Omni-Channel Routing
B. Visual Remote Assistant
C. Workforce Engagement Self Scheduling
D. Field Service Scheduler

Answer: D

NEW QUESTION 62

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 65

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 68

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 71

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 72

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 75
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 76
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 80
Universal Containers (UC) has deployed a call center using open CTI. Call center agents are organized into four groups reflecting UC's four different product lines. Each group's manager would like a report on their agents" daily call volume, including related case and contact information.
How should the consultant recommend the report be created?

A. Build a Summary report on Products and Activities.
B. Set up a reporting snapshot of the case, contact and activity objects.
C. Create a Custom Report type with activities as the primary object.
D. Customize the My Teams Calls this week standard report.

Answer: D

NEW QUESTION 81
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 83
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 86
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 88
Universal Containers wants to reduce the amount of Sim support agents spend creating cases. Case creation must scale up to 5OO0 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-Domand Emali-to-Case

C. Apex Email Service
D. Web-to-Case forms

Answer: AB

NEW QUESTION 92
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 95
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 97
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 101
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 103
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 104
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 106
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 107
Which Search mechanism should be used to find Case Comments from within the Lightning Service Console?

A. Comment Search Component
B. Comments List View
C. Global Search
D. Search Utility Component

Answer: C

NEW QUESTION 111
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 112
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 116
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 117
Cloud Kicks (CK) has created hundreds of Knowledge articles about its products. The articles have been attached to dosed 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 119
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 124
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 129
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 131
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 135
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 AppExdiange 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 137
A company would like to implement a solution that would hold service reps accountable to customer Service Level Agreements.
Which two steps should be completed to meet this request? Choose 2 answers

A. Enable Work Orders.
B. Create an Entitlement Process.
C. Set up Milestones.
D. Configure Service Contracts.

Answer: BC

NEW QUESTION 142
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 146
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 150
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 152
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 Lighting 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 154
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 159
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 162
Universal Containers wants to Jet 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 166
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 170
A Service Manager has just configured Chat at a company site. Now, the Agents cannot see the Chat footer component in the ....
Which configuration option should be verified?

A. Verify that users have access to the Chat public group.
B. Verify that users are assigned the Chat user profile
C. Verify that users have access to the Chat buttons.
D. Verify that users are assigned the Chat feature license.

Answer: D

NEW QUESTION 174
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 179
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 183
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. Create reports to analyze call data in order to understand peak times and ensure adequate staffing.
B. Create a case escalation rules to route high-priority cases directly to supervisors for resolution.
C. Set up analytical snapshots to capture key case information and create historical trending reports.
D. Set up a Salesforce Customer Community that will allow customers to create cases online.

Answer: AD

NEW QUESTION 186
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