# Salesforce

## Exam Questions Service-Cloud-Consultant

Salesforce Certified Service cloud consultant (SP19)

# About Exambible

*Your Partner of IT Exam*

# Found in 1998

Exambible is a company specialized on providing high quality IT exam practice study materials, especially Cisco CCNA, CCDA, CCNP, CCIE, Checkpoint CCSE, CompTIA A+, Network+ certification practice exams and so on. We guarantee that the candidates will not only pass any IT exam at the first attempt but also get profound understanding about the certificates they have got. There are so many alike companies in this industry, however, Exambible has its unique advantages that other companies could not achieve.

# Our Advances

* 99.9% Uptime

    All examinations will be up to date.

* 24/7 Quality Support

    We will provide service round the clock.

* 100% Pass Rate

    Our guarantee that you will pass the exam.

* Unique Gurantee

    If you do not pass the exam at the first time, we will not only arrange FULL REFUND for you, but also provide you another exam of your claim, ABSOLUTELY FREE!

**NEW QUESTION 1**
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 2**
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 3**
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 4**
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 5**
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 6**
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 7**
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 8**
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 9**
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 10**
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 10**
Universal Containers wants to display a history of all of today's changes to a case in the order that occurred on a single page view. This requirement includes comments, emails, and edit to case fields. What tool should a consultant recommend to implement this requirement?

A. Auto launch flow
B. Salesforce Console for Service
C. Visualforce custom page Questions & Answers PDF Page 6
D. Process Builder

**Answer:** B


**NEW QUESTION 12**
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 14**
Universal Container wants to let its customers intercat 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. Emebedded Chat Service
C. Customer Community
D. Case Assignment Rules

**Answer:** B


**NEW QUESTION 15**
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 17**
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 21**
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 25**
Universal Containers wants to implement best practices for its customer support teams and has decided to follow a Knowledge -Centered Support (KCS) methodology.
Which two benefits can be expected from KCS adoption? Choose 2 answers

A. A knowledge article life cycle that is implemented correctly the first time and does not need to change
B. A knowledge article life cycle that evolves based on usage and demand
C. Reduced issue resolution time
D. Reduced first contact resolution

**Answer:** CD

**NEW QUESTION 28**
Which two areas can an Administrator make Open CTI features available to users when building a Lighting App using the App Manager? Choose 2 answers

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

**Answer:** C

**NEW QUESTION 33**
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 34**
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 38**
universal containers has regional contact centers around the world. Support Managers have asked to see support metrics for their region by default.

Which two strategies should a consultant recommend?

A. Dashboad folder sharing
B. Org wide default for cases set to private
C. Dynamic dashboards
D. Case Object permissions set to create and read

**Answer:** BC


**NEW QUESTION 41**
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 43**
The VP of Service at Universal Containers wants to make it easier and faster for support reps to send knowledge articles to the customer.
What should a consultant configure to satisfy this request?

A. Create a macro to send an email with the article to the customer.
B. Create a workflow email alert to send the article to the customer.
C. Create an auto-response rule to send the article to the customer.
D. Create a Lightning email template to send the article to the customer.

**Answer:** D


**NEW QUESTION 45**
How should a Consultant provide Suggested Article functionality to Lightning Service Console users?

A. Add the Knowledge Component to the Service Console.
B. Add the Knowledge tab to the Console app.
C. Create email templates with Knowledge Articles attached.
D. Add the Suggested Article widget to the Case page layout.

**Answer:** A


**NEW QUESTION 50**
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 55**
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 60**
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 63**

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 65**
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 68**
What are three considerations when adding a report chart to a Console Component? Choose 3 answers

A. The report is shared with a Chatter Group.
B. The report contains a chart.
C. The report has a standard Report Type.
D. The report is a Summary or Matrix report.
E. The report chart is added to the Page Layout.

**Answer:** BDE


**NEW QUESTION 69**
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 71**
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 76**
Universal Containers has implemented a call-based response system. The call wait time has become too long and customer service is being affected. Management would like to find a way for their agents to handle more customer transactions per day. Which two features should a Consultant recommend? Choose 2 answers

A. Facebook Messaging
B. Escalation Rules
C. Chat
D. Case Auto-Response

**Answer:** CD


**NEW QUESTION 81**
Universal Containers email policy requires that all email traffic remain within its firewall. Currently, the company has 200 support agents handling email from five different time zones.
Which solution should a consultant recommend?

A. Web-to-Case
B. Email-to-Case

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

**Answer:** B

## NEW QUESTION 86

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 89

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 93

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 98

......

# Relate Links

**100% Pass Your Service-Cloud-Consultant Exam with Exambible Prep Materials**

https://www.exambible.com/Service-Cloud-Consultant-exam/

# Contact us

**We are proud of our high-quality customer service, which serves you around the clock 24/7.**

**Viste -** https://www.exambible.com/