



## 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 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

After migrating from Knowledge to Lightning Knowledge, Authors are unable to create FAQ article type, but can successfully create Install Notes articles type. Support Managers have confirmed that articles of types FAQ exist in Production.

How should a consultant correct this problem

- A. Grant Authors access to the FAQ article type.
- B. Set article Org Wide Default to Public ReadWrite.
- C. Add Authors to the FaQ Data Category.
- D. Grant Authors access to the FaQ record type

**Answer:** D

#### NEW QUESTION 6

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 7

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 8

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 9

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

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

**Answer:** C

#### NEW QUESTION 10

Cloud Kicks (CK) is a global company with multiple product lines. CK is preparing to launch a public knowledge base for customers that will have 2,500 articles. The company wants an easy way for users to find relevant articles based on their location and product. What is the recommended method to meet the requirement?

- A. Article Translation
- B. Data Category Groups
- C. Chatter Answers
- D. Data Category Visibility

**Answer:** D

#### NEW QUESTION 10

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 12

The Universal Containers sales team has been so successful in signing new customers that the support team is unable to provide same-day customer assistance. What should a consultant recommend to address this problem?

- A. Limit Customers to 5 Cases per day.
- B. Provide a self-help Customer Community
- C. Add more support phone lines.
- D. Ask sales reps to respond to support Cases

**Answer:** B

#### NEW QUESTION 17

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

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 24

what should a consultant recommend to ensure chat request contain enough information 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. Configure Lightning Guided Engagement

**Answer:** C

#### NEW QUESTION 25

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 26

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 27

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 1 had progressed in troubleshooting?

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

**Answer:** B

#### NEW QUESTION 31

VP of service at Universal Containers wants to make it easier and faster for support reps to send knowledge articles to customers. What should a consultant configure to satisfy 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 the customer
- C. create a workflow email alert to send the article to the customer
- D. create a lightning email template to send article to customer

**Answer:** D

#### NEW QUESTION 33

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 36

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 40

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 44

Ursa Major Solar sells 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 49

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. Dynamic Dashboard 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 52

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 55

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 60

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 63

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 67

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 68

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 70

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 73

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 75

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 76

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 78

Universal Containers (UC) wants to automate the process of case creation. While conducting a business process review, the consultant learned that in some instances, customers provide UC with digital pictures of the problem. The average attachment size was 34 MB. Which solution should a consultant recommend?

- A. Web-to-Case
- B. Outlook Integration
- C. Email-to-Case
- D. On-Demand Email-to-Case

**Answer:** C

#### NEW QUESTION 80

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 82

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 83

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 86

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 89

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 93

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 98

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 103

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 105

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 110

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 114

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 119

Universal Containers recently deployed a Salesforce Knowledge implementation, but is looking to evaluate the quality of the articles being produced. What should the Consultant recommend to gather information on Knowledge article usefulness?

- A. Contact Salesforce to send a report on article efficacy.
- B. Send out a monthly survey to customers requesting feedback.
- C. Install Knowledge Base Dashboards and Reports AppExchange package.
- D. Create a group of super users that will evaluate and manage articles.

**Answer:** C

#### NEW QUESTION 123



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 125

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 130

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 132

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 133

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 134

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 137

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 139

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 142

What approach should a Consultant use to ensure that Knowledge searches only display articles for a service agent's product specialization?

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

**Answer:** A

#### NEW QUESTION 144

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 149

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 153

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 157

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 consulnat 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 159

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 163**

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 164**

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 169**

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 172**

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 175**

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