

Service-Cloud-Consultant Dumps

Salesforce Certified Service cloud consultant (SP19)

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NEW QUESTION 1

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 2

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 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 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 6

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 7

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 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

The Vice President (VP) of Customer Support for Universal Containers has issued a mission statement that "We will empower our customers to interact with us in the way of their choosing." Universal Containers has recently deployed a new toll-free interactive voice response (IVR) system and knowledgebase. The VP has asked the management team to make additional system enhancements to fulfill this mission statement. Which three should the consultant recommend to achieve the mission statement? Choose 3 answers

- A. Replace the existing "Chat Now" button on the Customer Community with a toll- free phone number.
- B. Create a central "Contact Us" page which provides access to all available channels.
- C. Enforce that customers must search the knowledgebase before they can see the Contact Us page.
- D. Optimize the customer community for mobile devices to have access to the same support as desktops.
- E. Enable customers to be emailed FAQs by accessing the interactive voice response 24 hours per day.

Answer: BCD

NEW QUESTION 10

universal containers wants to unify channels and manage agent workload with omni-channel routing.what required step should a consultant address before configuring omni channel ?what required step should a consultant address before configuring omni channel ?

- A. Create SF cases to have omni channel enabled
- B. create the necessary objects in SF
- C. customize service channel settings to define how the org receives work various sources
- D. From setup select omnichannel and select enable omni channel

Answer: D

NEW QUESTION 10

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 15

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 18

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 19

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 22

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 27

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

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

Answer: A

NEW QUESTION 31

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 36

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 39

Universal Containers has four internal divisions that use Salesforce Knowledge. Compliance requirements mandate that each division should only have access to its own articles when performing a search. Which solution should a consultant recommend to meet this requirement?

- A. Create separate data category groups for each division and assign the category to a division profile.
- B. Create a sharing rule for each division to provide access using the role hierarchy.
- C. Create a sharing rule for each division to provide access based on criteria of the article.
- D. Create a single data category group for each division and provide access using the role hierarchy.

Answer: D

NEW QUESTION 44

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 47

service representatives are complaining that their lightning service console is too crowded

Making it difficult to find tab and features required. After reviewing service console all configured features are required.

- A. Define criteria-based record page components
- B. Create multiple console layouts
- C. Enable keyboard shortcuts
- D. Configure Macros

Answer: C

NEW QUESTION 52

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 54

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 57

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 58

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 59

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 62

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 64

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. Dashboard 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 68

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 71

universal containers is implementing a customer community using the customer service template. One of the requirements 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 articles in the community
- C. Utilize topic tags for each product type
- D. Set the visibility to the data categories

Answer: C

NEW QUESTION 75

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 79

Service Representatives are complaining that their Lightning Service Console is too crowded making it difficult to find the tabs and features they need. After reviewing the Service Representatives console use, all configured features are required. Which solution should a Consultant suggest to improve the efficiency of console users?

- A. Enable Keyboard shortcuts
- B. Define criteria-based record page components
- C. Configure Macros
- D. Create multiple Console layouts

Answer: A

NEW QUESTION 81

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 85

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 90

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 94

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 97

Universal Containers plans to migrate its existing knowledge base into Salesforce Lightning Knowledge. Which three statements should be considered? Choose 3 answers

- A. Attachments and .html files in Classic Knowledge are moved to the Files object.
- B. Visualforce pages refer to Classic article types.
- C. Each article must be associated to a record type.
- D. Approval process history migrate to Lightning Knowledge.
- E. Article numbers change during migration.

Answer: ACD

NEW QUESTION 101

A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system.

A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system.

Which two metrics can be used to assess the success of the new workforce management system? Choose 2 answers

- A. Number of calls offered
- B. Agent utilization
- C. Quality monitoring score
- D. Schedule adherence

Answer: BD

NEW QUESTION 102

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 107

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 109

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 113

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 115

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 117

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 122

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 125

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 128

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