

# Salesforce.Service-Cloud-Consultant.v2025-06-11.q216

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## NEW QUESTION: 1

What should the consultant consider when implementing Salesforce Chat functionality in a new Service Cloud instance?

- A. It should be deployed with Experience Builder.
- B. It is incompatible with Einstein Bots.
- C. It should be routed via Omni-Channel,

**Answer: C (LEAVE A REPLY)**

When implementing Salesforce Chat functionality, it's important to integrate it with Omni-Channel for routing. This ensures that chat requests are distributed based on agent availability and workload, aligning with overall service channel management and ensuring efficient handling of customer inquiries.

## NEW QUESTION: 2

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: (SHOW ANSWER)**

Identifying the requirements needed for initial GoLive is the recommended next step after gathering a large set of required deliverables for implementing Service Cloud. Identifying the requirements needed for initial GoLive involves prioritizing the requirements based on their importance, urgency, complexity, and dependency. This can help determine the scope and timeline of the project, as well as the resources and budget needed. Identifying

the requirements needed for initial GoLive can also help avoid scope creep, manage expectations, and ensure a successful implementation. Verified References: Service Cloud Consultant Certification Guide & Tips, Project Management Best Practices

### **NEW QUESTION: 3**

Universal Containers wants to implement a new web presence to support its customers. It has provided the following requirements:

- \* Ability for visitors to search Knowledge articles without registering or logging in
- \* Ability for over one million registered customers to securely submit cases and view the status of those cases
- \* Ability to display white papers to registered customers
- \* Ability for registered customers to save favorite Knowledge articles for easy access later

What should the consultant recommend as part of the solution?

- A.** Implement Customer Communities with Content.
- B.** Implement Employee Communities with Content.
- C.** Implement Partner Communities with Knowledge.
- D.** Implement Customer Communities with Knowledge.

**Answer: D (LEAVE A REPLY)**

### **NEW QUESTION: 4**

Universal Containers is training a new set of Service Reps. Part of the training includes handling Live Agent

chats from customers. However, it is important that contact center managers monitor the chat sessions to

ensure the Service Reps' responses are professional and accurate and to be able to assist when needed.

What Lightning Console feature should a Consultant configure to support this need?

- A.** Configure Live Agent Supervisor tab and Whisper Messages.
- B.** Configure Omni-Channel Supervisor tab and 3rd party access.
- C.** Add the Live Agent Component to the Utility bar.
- D.** Configure the SOS snap-in for the Lightning Service Console.

**Answer: A (LEAVE A REPLY)**

### **NEW QUESTION: 5**

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: (SHOW ANSWER)**

Explanation

The steps are as follows:

**Prepare:** Identify the data sources, formats, volumes, and quality. Define the data mapping and transformation rules. Cleanse and deduplicate the data.

**Plan:** Define the migration strategy, scope, timeline, resources, and tools. Establish the security and backup procedures. Document the migration plan and get approval from stakeholders.

**Test:** Perform a trial run of the migration using a subset of data in a sandbox environment. Verify the data quality, integrity, and performance. Identify and resolve any issues or errors.

**Execute:** Perform the actual migration using the full data set in the production environment. Follow the migration plan and monitor the progress. Log any issues or errors and resolve them as soon as possible.

**Validate:** Review the migrated data and compare it with the source data. Check for any discrepancies, duplicates, or missing values. Confirm that the data meets the business requirements and expectations.

Verified References: [Data Migration Strategy in Salesforce]

**NEW QUESTION: 6**

Cloud Kicks uses Dialer and one-click calling to initiate phone calls to customers. They have recently received complaints from customers who have set their communication preference to email only or text only.

What should a consultant recommend to meet the requirements?

- A. Configuration a Validation Rule to block on-click calling.
- B. Set the Contact Do not Call field value to true.
- C. Configure Dialer to use Voicemail Crop by default.
- D. Use Dynamic Forms to conditionally hide the one-click field.

**Answer: B (LEAVE A REPLY)**

Setting the Contact Do not Call field value to true is a solution that can prevent one-click calling to customers who have set their communication preference to email only or text only. The Do not Call field is a standard field on the Contact object that indicates whether the contact does not want to receive phone calls. Setting this field to true will disable the one-click calling feature for that contact and show a warning message if an agent tries to call them. Verified References: :

[https://help.salesforce.com/s/articleView?id=sf.contact\\_fields.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.contact_fields.htm&type=5) :

[https://help.salesforce.com/s/articleView?id=sf.dialer\\_one\\_click\\_calling.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.dialer_one_click_calling.htm&type=5)

**NEW QUESTION: 7**

Cloud Kicks (CK) wants to correlate its Customer Satisfaction ratings to service center call metrics, CK has identified Average Speed of Answer as a leading indicator to predict Customer Satisfaction.

What should the consultant explain about Average Speed of Answer?

- A. It captures the same information as First Call Resolution.
- B. It is the typical experience of a caller.
- C. It includes blocked and abandoned calls.
- D. It is skewed by calls that are quickly answered

**Answer: (SHOW ANSWER)**

### **NEW QUESTION: 8**

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 (LEAVE A REPLY)**

### **NEW QUESTION: 9**

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: (SHOW ANSWER)**

Global search is a search mechanism that allows users to find records and information across multiple objects and fields in Salesforce. Global search can be used to find case comments from within the Lightning Service Console by entering keywords in the search box and selecting Case Comments from the drop-down list. Users can also filter the search results by fields such as case number, case owner, or comment date. Verified References: Service Cloud Consultant Certification Guide & Tips, Find What You Need with Search

### **NEW QUESTION: 10**

Universal Containers (UC) is implementing Service Cloud within its North America call center to validate key use cases, system capabilities, and integration patterns. The UC

leadership team is concerned that the upcoming Salesforce Release schedule may impact the implementation project's development efforts.

What should a consultant recommend that UC's Salesforce admin do in this scenario?

- A.** Postpone the release to the production org so the team can finish the project before the release is deployed.
- B.** Disable updates to the sandbox so the team can continue using the solution without the updates from the release.
- C.** Opt Bp the sandbox in as a Bp preview org g so the team can conduct testing gp prior to the release being g deployed.

**Answer: C (LEAVE A REPLY)**

Opting the sandbox in as a preview org allows the UC team to test new Salesforce features and updates in a controlled environment before they are deployed to the production org. This proactive approach helps identify and address potential issues, ensuring that the implementation project is not adversely affected by upcoming Salesforce releases.

#### **NEW QUESTION: 11**

A case has not been closed even after 30 days, but those cases can be closed in 7 days.

What should the consultant do to overcome this? choose 2 options

- A.** Supervisors to investigate those cases
- B.** Use escalation rule to send an email
- C.** Use auto response rule to send an email
- D.** Identify those cases and assign to the closure team

**Answer: A,D (LEAVE A REPLY)**

#### **NEW QUESTION: 12**

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 an auto-response rule to send the article to the customer.
- B.** Create a macro to send an email with 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 the article to the customer.

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 13**

Universal Containers has decided to implement a Web-to-Case form on its website so customers can submit support requests instead of calling the customer service center. The product owner has asked the consultant to create the implementation plan and research solutions.

What should the consultant do before creating an implementation plan?

- A. Review Service Setup Assistant for Web-to-Case.
- B. Review guidelines and limits for Web-to-Case.
- C. Review Einstein Conversation Mining for Web-to-Case.

**Answer: B (LEAVE A REPLY)**

Before creating an implementation plan for Web-to-Case, reviewing the guidelines and limits for this feature is essential. Understanding these constraints ensures that the implementation aligns with Salesforce's capabilities and limitations, facilitating a smooth and effective deployment of the Web-to-Case form.

#### **NEW QUESTION: 14**

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: (SHOW ANSWER)**

Creating a self-service Help Center is a good way to help customers resolve issues by browsing Knowledge articles and submit a case if they need more information. A self-service Help Center is an Experience Cloud site that provides customers with access to Knowledge articles, case management, and other features.

Customers can search for articles that answer their questions, rate and comment on articles, and create cases if they need further assistance. Verified References: Create a Self-Service Help Center

#### **NEW QUESTION: 15**

Metrics show that Universal Containers has a high call abandonment rate using Service Cloud Voice.

Which strategy should a consultant recommend?

- A. Set up self-service Knowledge.
- B. Set up assignment rules and case queues.
- C. Set up escalation rules.

**Answer: A (LEAVE A REPLY)**

To address a high call abandonment rate using Service Cloud Voice, setting up a self-service Knowledge base is a strategic recommendation. By providing customers with access to a Knowledge base, they can find answers to their queries without waiting in call queues, reducing the volume of calls and, consequently, the abandonment rate. This solution enhances customer experience by offering immediate self-help options while optimizing call center operations.

### NEW QUESTION: 16

UC wants to reduce incoming support phone call volume. What action can be taken to meet this requirement?

Choose 2 answers.

- A. Enable service contracts and entitlements
- B. Leverage Live Agent for web-based chat
- C. Implement Service Cloud console to support agents
- D. Implement Salesforce Knowledge on a portal

**Answer: B,D (LEAVE A REPLY)**

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### NEW QUESTION: 17

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 escalation rules for notifications and account teams to monitor cases.
- B. Use Process Builder for notifications and account teams to monitor cases.
- C. Use Process Builder for notifications and case teams to monitor cases.
- D. Use escalation rules for notifications and case teams to monitor cases.

**Answer: (SHOW ANSWER)**

### NEW QUESTION: 18

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 Support Requests
- B. Service Level Agreement

- C. Customer Purchase History
- D. Net promoter Score
- E. customer satisfaction Survey

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 19**

Universal Containers needs to ensure it is staffing enough agents to answer calls at times of peak volume. In

addition, the company needs to report on the metric listed below.

- \* Average handle time (AHT)
- \* Adherence to service level agreements (SLAs)

Which data source would Universal Containers need in order to gather this information?

Choose 3 answers

- A. Interactive Voice Response (IVR)
- B. Workflow Management (WFM)
- C. Entitlements
- D. Chat log history
- E. Automatic Call Distributor (ACD)

**Answer: B,E (LEAVE A REPLY)**

#### **NEW QUESTION: 20**

Using standard case management capabilities, what can be emailed to a customer as a PDF attachment?

- A. Articles appearing in the Knowledge sidebar
- B. Products and assets associated to the case
- C. Contract details related to the entitlement
- D. Knowledge articles attached to the case

**Answer: D (LEAVE A REPLY)**

#### **NEW QUESTION: 21**

Ursa Major Solar provides onsite support for customers' solar panels. Dispatched technicians work in a specific geography during set hours of the day. Managerrefit wants to minimize the number of rescheduled appointments by ensuring technicians have the required products to complete repairs.

Which feature should a Service Cloud consultant recommend?

- A. Field Service Inventory
- B. Work Oder Assignment
- C. Operating Hours and Shifts
- D. Service Appointment Bundling

**Answer: A (LEAVE A REPLY)**

Field Service Inventory is a feature that allows technicians to track and manage the products they need to complete their work orders. It also helps managers to optimize inventory levels and replenishment across warehouses and service vehicles. By using Field Service Inventory, Ursa Major Solar can ensure that technicians have the required products to complete repairs and minimize the number of rescheduled appointments

**NEW QUESTION: 22**

Cloud Kicks (CK) uses Lightning Dialer and one-click calling to initiate phone calls to customers. CK has recently received complaints from customers who have set their communication preferences to email only or text only.

What is the most efficient solution the consultant should use to meet the requirements?

- A. Remove the phone number from the page layout.
- B. Use Dynamic Forms to hide the phone number.
- C. Set the Contact Do Not Call field value to True.

**Answer: (SHOW ANSWER)**

To address customer complaints about receiving calls despite preferences for email or text communication, setting the 'Do Not Call' field value to True on Contact records is the most efficient solution. This ensures that Lightning Dialer respects communication preferences, preventing calls to customers who have opted out, thereby enhancing customer satisfaction and adherence to communication preferences.

**NEW QUESTION: 23**

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: C (LEAVE A REPLY)**

The Knowledge Importer is a tool that allows you to import articles from CSV files into Lightning Knowledge. However, it does not support importing file attachments from external knowledge bases. To migrate the file attachments, you need to use the Files Related List on each article to add files to your articles manually. You can upload files from your computer or select files from Salesforce or an external source such as Google Drive or Box. Verified References: [Import Articles into Lightning Knowledge] and [Add Files to Articles]

**NEW QUESTION: 24**

Universal Containers (UC) wants to improve case management by assigning cases to agents based on their relevant product specialization. UC also wants to automatically assign agents to the next case to evenly distribute the case workload.

Which Omni-Channel feature meets the requirements?

- A. Use the most available routing model.
- B. Use Most Cases Closed report.
- C. Use the agents' Presence Status.

**Answer: A ([LEAVE A REPLY](#))**

To assign cases based on agents' product specialization and ensure even distribution of case workload, using Omni-Channel's "Most Available" routing model is suitable. This model assigns work based on agents' capacity and specialization, balancing the workload among agents while ensuring cases are matched with the appropriate expertise.

#### **NEW QUESTION: 25**

Universal Containers is implementing Salesforce Knowledge for call center agents. The company needs to ensure that agents can contribute to the knowledge base to promote adoption. Which functionality supports these requirements?

- A. Require agents to create Knowledge articles when opening a case.
- B. Add the Submit Feedback button to articles.
- C. Add the Submit Feedback button on the Solutions tab.
- D. Allow agents to create Knowledge articles when closing a case.

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 26**

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

**Answer: D ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 27**

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. Org wide default for cases set to private
- B. Case Object permissions set to create and read

- C. Dynamic dashboards
- D. Dashboard folder sharing

**Answer: A,C (LEAVE A REPLY)**

### **NEW QUESTION: 28**

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. From Setup, select Omni-Channel Settings and Select Enable Omni-Channel.
- B. Create the necessary objects in Salesforce.
- C. Create a Salesforce Case to have Omni-Channel enabled.
- D. Customize service channel settings to define how the organization receives work from various

**Answer: D (LEAVE A REPLY)**

Explanation

Service channels are a required step before configuring Omni-Channel routing. Service channels allow you to define how your organization receives work from various sources, such as cases, chats, leads, orders, or custom objects. You can specify the type, priority, and capacity weight of each service channel, which determines how Omni-Channel routes work items to agents. Verified References: Service Cloud Consultant Certification Guide & Tips, Set Up Service Channels

### **NEW QUESTION: 29**

For which purpose should a contact center use Visual Flow?

- A. To assign follow-up tasks to an agent one week after a case is closed.
- B. To automate business processes for agents who troubleshoot customer support issues via phone
- C. To escalate to the support manager if it has been open for more than 72 hours
- D. To automatically assign cases to a specific queue based on the customer support level

**Answer: B (LEAVE A REPLY)**

### **NEW QUESTION: 30**

Cloud Kicks (CK) provides varying levels of support based on the customer's Service Contract. For customer with a Gold Service Contract, agents must provide a response to each customer contact within the 24 hours. CK plans to use Milestones.

What is the recommended Milestone Recurrence Type to meet the requirements?

- A. No Resource
- B. Sequential
- C. Independent
- D. Auto-Add

**Answer: (SHOW ANSWER)**

Independent is the recommended Milestone Recurrence Type to meet the requirements, because it allows CK to create a milestone that recurs every time a customer contacts them, regardless of whether the previous milestone was completed or not. Independent recurrence type ensures that each customer contact has a 24-hour response time milestone, and that any violation of the milestone is tracked separately. Verified

References: :

Milestone Recurrence Types

### NEW QUESTION: 31

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: D (LEAVE A REPLY)**

Standard Web-to-Case with assignment rules is a solution that can accomplish the requirement of allowing customers to log cases with structured data and route based on Urgency and Product Line. Web-to-Case enables customers to submit cases from a company's website using a web form that captures case information and creates a case record in Salesforce. Assignment rules can be used to automatically assign cases to queues or users based on criteria such as Urgency and Product Line. Verified

References: :

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.knowledge_web_to_case_overview.htm&type=5)

[id=sf.knowledge\\_web\\_to\\_case\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.knowledge_web_to_case_overview.htm&type=5) :

[https://help.salesforce.com/s/articleView?id=sf.customize\\_caseassign.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_caseassign.htm&type=5)

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### NEW QUESTION: 32

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. Web to case forms
- B. Standard email to case
- C. On-Demand Email-to-case
- D. Omni channel routing

**Answer:** ([SHOW ANSWER](#))

### **NEW QUESTION: 33**

Universal Containers' agents often need to access the same cases, contacts, and orders multiple times per day.

What should a consultant recommend to meet this requirement?

- A. Enable the "Access Recent Items" user permission on the user profiles.
- B. Enable the "History" component within the Salesforce Console for Service.
- C. Create a custom list view for cases, contacts, and orders and pin them to the side bar.
- D. Embed a "Recent Items" Visualforce component into the Salesforce Console for Service.

**Answer:** ([SHOW ANSWER](#))

### **NEW QUESTION: 34**

A consultant is working on a Service Cloud implementation with a fixed budget and timeline. The analysis phase of the project has just been completed. Additional requirements were discovered that will result in the project exceeding timeline and budget constraints. What is the first step the consultant should take to address the issue?

- A. Document the requirements gap and communicate development options to the project team
- B. Add development resources to the project team to build out the additional requirements.
- C. Adjust the project scope to accommodate new requirements and continue with the original project schedule
- D. Adjust the dates in the project plan to account for the additional requirements and communicate the new timeline.

**Answer:** A ([LEAVE A REPLY](#))

### **NEW QUESTION: 35**

Universal Containers wants to move articles from an old database to its new Salesforce Knowledge system.

Many of the how-to articles include images that need to be transferred.

What should a consultant consider when moving these images into Salesforce Knowledge?

- A. Add images to an HTML file.
- B. Ensure each image is less than 25 MB.
- C. Change all images to JPEG files.

**Answer: (SHOW ANSWER)**

When moving images into Salesforce Knowledge, it's important to ensure that each image file size does not exceed Salesforce's maximum file size limit, which is typically 25 MB. Adhering to this constraint ensures that images can be successfully uploaded and displayed within Knowledge articles.

### **NEW QUESTION: 36**

Support agents need to verify that customers are eligible to receive customer support before they can update the

Which two objects are used to verify that a customer is entitled to receive support? Choose 2 answers

- A. Service contracts
- B. Products
- C. Contacts
- D. Case history

**Answer: A,C (LEAVE A REPLY)**

### **NEW QUESTION: 37**

Universal Containers (UC) wants to allow customers to submit cases through its corporate website. UC wants to avoid a large volume of invalid cases.

Which tool should the consultant use to meet the requirements?

- A. On-Demand Email-to-Case
- B. Web-to-Case
- C. AppExchange Package

**Answer: B (LEAVE A REPLY)**

Comprehensive and Detailed Explanation:

Web-to-Case is a Salesforce feature that enables organizations to gather customer support requests directly from their company's website and automatically generate new cases. To minimize invalid case submissions, Web-to-Case forms can include validation rules and reCAPTCHA verification.

From Salesforce Help:

"Gather customer support requests directly from your company's website and automatically generate new cases with Web-to-Case."

-Turn On and Customize Web-to-Case

Implementing Web-to-Case with appropriate validation measures ensures that only valid and complete cases are submitted, enhancing the efficiency of the support process.

**NEW QUESTION: 38**

Cloud Kicks is preparing to support customers through SMS text messaging and WhatsApp. Support agents will need to easily switch between multiple customer conversations. Which two features will help meet the requirements?

Choose 2 answers

- A. Social Customer Service
- B. Messaging
- C. Chat
- D. Service Console

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 39**

Universal Containers had tech support and general customer teams that use unique service console applications.

Which two configuration should a consultant use when deploying the console?

- A. Assign users a permission with access to the service console app
- B. Assign users a sharing rule with access to the service console app
- C. Assign users a profile with access to the service console app
- D. Assign user to public group with access to the service console app

**Answer:** A,C ([LEAVE A REPLY](#))

**NEW QUESTION: 40**

Universal Containers' customers prefer speaking to a live support agent for complex product issues. This results in a high volume of phone calls and customer dissatisfaction about long hold times.

Which functionality should the consultant recommend to address the problem?

- A. Embedded Chat window
- B. Contact requests
- C. Web-to-Case

**Answer:** A ([LEAVE A REPLY](#))

To address customer dissatisfaction with long hold times for phone support, embedding a Chat window on the company's website or customer portal is recommended. This provides an alternative real-time communication channel, allowing customers to quickly connect with live support agents for complex issues without the need for phone calls, reducing wait times and improving customer satisfaction.

**NEW QUESTION: 41**

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. Net promoter Score
- C. Customer Purchase History
- D. Customer Support Requests
- E. Service Level Agreement

**Answer: A,B,E (LEAVE A REPLY)**

Explanation

Customer satisfaction survey, Net promoter score, and Service level agreement are measures that can be used to specifically measure customer loyalty. Customer satisfaction survey is a method of collecting feedback from customers about their satisfaction with a product, service, or experience. Customer satisfaction survey can help measure customer loyalty by indicating how happy customers are with the company and how likely they are to continue doing business with them. Net promoter score is a metric that measures the willingness of customers to recommend a company's products or services to others. Net promoter score can help measure customer loyalty by indicating how loyal customers are to the company and how likely they are to refer new customers to them. Service level agreement is a contract that defines the level of service that a customer expects from a provider, such as response time, resolution time, availability, or quality. Service level agreement can help measure customer loyalty by indicating how well the company meets the customer's expectations and how satisfied the customer is with the service. Verified References: Service Cloud Consultant Certification Guide & Tips, Measure Customer Satisfaction, Net Promoter Score Overview, Set Up and Manage Entitlements and Milestones

#### **NEW QUESTION: 42**

Universal Containers wants to deploy Live Agent as a new support channel, and wants its Support Agents to be able to respond to chats quickly.

Which two features should a Consultant recommend? Choose 2 answers

- A. Create quick actions
- B. Configure LiveMessage
- C. Deploy Pre-Chat form
- D. Activate quick test

**Answer: C,D (LEAVE A REPLY)**

#### **NEW QUESTION: 43**

UCs is implementing Salesforce Knowledge at its contact center. The contact center has a dedicated support team for each product that it supports. Contact center agents should only be able to view articles for the product they support.

What solution should a consultant recommend to meet this requirement?

- A. Assign team-based profiles to the associated product data category value

- B. Assign team-based profiles to the associated product article types
- C. Assign team-based roles to the associated product article types
- D. Assign team-based roles to the associated product data category value

**Answer: A (LEAVE A REPLY)**

Explanation

Assigning team-based profiles to the associated product data category value is a solution that can meet the requirement of allowing contact center agents to only view articles for the product they support. Data category values are subcategories that can be used to further refine and filter knowledge articles by topic or type. Data category visibility can be set for each user profile or permission set to control which data category values are accessible for each user. Verified References: :

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.knowledge_categories_overview.htm&type=5)

[id=sf.knowledge\\_categories\\_overview.htm&type=5 :](https://help.salesforce.com/s/articleView?id=sf.knowledge_categories_overview.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.knowledge\\_categories\\_assign.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.knowledge_categories_assign.htm&type=5)

#### **NEW QUESTION: 44**

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. Add the Suggested Article widget to the Case page layout.
- D. Create email templates with Knowledge Articles attached.

**Answer: A (LEAVE A REPLY)**

Explanation

The Knowledge component is a Lightning component that displays relevant articles on the case record page based on the case information. Agents can use the component to search for articles, attach articles to cases, view article details, and provide feedback on articles. The Knowledge component provides suggested article functionality to Lightning Service Console users by automatically recommending articles that match the case subject, description, or data categories. Verified References: Service Cloud Consultant Certification Guide & Tips, Use the Lightning Knowledge Component

#### **NEW QUESTION: 45**

DreamMouse Realty would like to provide a user-friendly way for clients to apply for a home loan through an Experience site. Many times, clients do not complete all of the information and a loan specialist needs to finish the submission.

How should the administrator configure Salesforce to meet the requirements?

- A. Post a web to case form on the site and assign the case to the specialist for completion.
- B. Use email to case for the client to submit the relevant information to the specialist.
- C. Create a screen-based flow accessible from the Experience site and internally.
- D. Add a custom Lightning component to the site and the Case Lightning record page.

**Answer: C (LEAVE A REPLY)**

Explanation

Creating a screen-based flow accessible from the Experience site and internally is a solution that can enable clients to apply for a home loan through an Experience site and allow a loan specialist to finish the submission if needed. A screen-based flow is a type of flow that allows administrators to create guided processes that collect user input through screens and perform actions based on the input. A screen-based flow can be embedded in an Experience site or an internal app and allow clients or loan specialists to fill out the information for the home loan application. Verified References: :

[https://help.salesforce.com/s/articleView?id=sf.flow\\_concepts\\_screenelement.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_concepts_screenelement.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.flow\\_distribute\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_distribute_overview.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.flow\\_distribute\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_distribute_overview.htm&type=5)

#### **NEW QUESTION: 46**

What method can NOT be leveraged to capture Cases in addition to via the Case tab?

- A. Chatter feeds
- B. Self Service Portal
- C. Email to Case
- D. Customer Portal

**Answer: A (LEAVE A REPLY)**

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<https://www.preppdf.com/Salesforce/Service-Cloud-Consultant-prepaway-exam-dumps.html> (200 Q&As Dumps, **40%OFF Special Discount: Exam-Tests**)

#### **NEW QUESTION: 47**

A company has these requirements for dealing with Cases:

- Handled efficiently and by the right agents
- Distributing the load so that agents do NOT have to manually select the next Case to work

Which two Omni-Channel features will assist in this routing and distribution? Choose 2 answers

- A. Route to agents with the most capacity to take on new work.
- B. Route to agents with the least amount of active assigned work.
- C. Route to agents with the most cases closed for that topic.

D. Route to agents staffing the assigned overflow queues.

**Answer: A,B (LEAVE A REPLY)**

### NEW QUESTION: 48

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: (SHOW ANSWER)**

These are three best practices that should be used when deploying Salesforce functionality to production.

Planning and communicating the deployment to all users of the organization in advance will help avoid confusion and disruption, as well as ensure user adoption and feedback.

Selecting a window of time when users will NOT be making changes to the organization will prevent data loss, conflicts, and errors during the deployment process. Ensuring all users refrain from logging into production for an entire day prior to deployment will minimize the risk of overwriting or corrupting the deployed functionality. Verified

References: :

<https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-models/plan-an>

:

<https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-models/deploy->

### NEW QUESTION: 49

Cloud Kidcs (CK) uses Lightning Knowledge and has set up Data Categories. CK uses Data Category Visibility to control access based on products and geographic location. The Service Cloud administrator plans to enable "Use standard Salesforce sharing" in Sharing Settings under Knowledge Setting.

Which consideration should the administrator be aware of when making this change?

**A.** Data Category Visibility of All Categories provides Public Read/Write access.

**B.** Data Categories no longer control access to articles.

**C.** Data Category Visibility of Custom overrides Organization-Wide Sharing Default access.

**D.** Data Category Visibility of AM Categories provides Public Read Only access.

**Answer: (SHOW ANSWER)**

This is the main consideration when enabling "Use standard Salesforce sharing" in Sharing Settings under Knowledge Settings, because it changes how article access is controlled. When this setting is enabled, article access is controlled by organization-wide sharing defaults and sharing rules, instead of data categories and data category visibility settings. This means that data categories are only used for filtering and organizing articles, not for restricting access. Verified References: : Control Article Access with Sharing Settings

**NEW QUESTION: 50**

Support Managers have requested the ability to provide real-time feedback to Agents during customer chat sessions.

What feature should a consultant configure to meet this requirement?

- A. Case Feed
- B. Next Best Actions
- C. Omni-channel Supervisor
- D. Push Notifications

**Answer: (SHOW ANSWER)**

Explanation

Omni-channel Supervisor is a feature that allows managers to monitor the performance and activity of agents and queues in real time. Managers can view metrics such as agent status, workload, capacity, and chat transcripts. Managers can also provide real-time feedback to agents during customer chat sessions by sending private messages or coaching requests. Verified References: Service Cloud Consultant Certification Guide & Tips, Omni-Channel Supervisor Overview

**NEW QUESTION: 51**

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. External Objects
- B. Middle-tier integration
- C. Salesforce Connect
- D. Custom Objects

**Answer: A,C (LEAVE A REPLY)**

**NEW QUESTION: 52**

Which Service Cloud tool requires the least agent involvement to resolve a customer issue?

- A. Salesforce Knowledge
- B. Live Agent
- C. Salesforce for Twitter

D. Open CTI

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 53**

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. Change Sets
- B. Data Loader
- C. Mass Transfer Records
- D. Data Import Wizard

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 54**

Universal Containers is getting ready to start User Acceptance Testing (UAT) for its customer service transformation project. The consultant has been asked where the testing should occur. The business users and stakeholders need an environment that can support 60 days of UAT and includes representative data from production.

Which environment type should the consultant recommend?

- A. Partial Copy Sandbox
- B. Full copy sandbox
- C. Developer Pro Sandbox

**Answer: ([SHOW ANSWER](#))**

A Full Copy Sandbox is a complete replica of a production environment, containing both metadata and all data records. It is the most appropriate environment for conducting extended User Acceptance Testing (UAT), especially when real-world data and scenarios need to be validated over an extended period like 60 days.

This sandbox type supports thorough testing of configurations, integrations, and customizations under conditions that mirror live operations. Business users benefit from working with a familiar data set, reducing surprises during go-live. It is superior to Developer or Partial Copy Sandboxes for full-system validation.

References:[https://help.salesforce.com/s/articleView?id=sf.data\\_sandbox\\_types.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.data_sandbox_types.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.sandbox\\_create.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.sandbox_create.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.sandbox\\_create.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.sandbox_create.htm&type=5)

**NEW QUESTION: 55**

Universal containers are developing a business continuity plan for their contact center.

What should the company consider? Choose 2 answers

- A. Open access to systems
- B. Recovery point objective

- C. Site consolidation
  - D. Criteria for plan activation
- Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 56**

Universal Containers is exploring ways to provide its customers with more self-service options in its new Customer Community to reduce the number of interactions with their contact center. Which two features should a Consultant consider implementing? Choose 2 answers

- A. Enable Live Agent in their community to chat with an agent.
- B. Add the Question action to Chatter in the community publisher.
- C. Enable web -to -case on their public website.
- D. Use a community template to set up their customer community.

**Answer: B,D (LEAVE A REPLY)**

**NEW QUESTION: 57**

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. Mass Transfer Records
- B. Manual configuration
- C. Data Loader
- D. Change Sets

**Answer: D (LEAVE A REPLY)**

Explanation

Change Sets are the deployment solution that a consultant should use to move an updated Service Console from a sandbox to Production. Change Sets are collections of metadata components that can be deployed from one Salesforce org to another. Change Sets can be used to deploy the configuration settings for the Service Console, such as the app definition, the page layouts, the tabs, the components, the utility bar, or the navigation rules. Change Sets can also be used to deploy other related components, such as objects, fields, profiles, permissions, workflows, or reports. Verified References: Service Cloud Consultant Certification Guide & Tips, Change Sets Overview

**NEW QUESTION: 58**

Universal Containers assigns its contact center agents to certain interaction channels and would like to

optimize the agents' desktop based on their assigned interaction channels.

What is the best solution?

- A. Create multiple agent console applications and configure the layout based on the user's requirements.

**B.** Create a Salesforce Console for Service layout and allow the agents to drag and drop the components they need.

**C.** Create multiple Salesforce Console for Service applications and configure them based on user's requirements.

**D.** Create case page layouts for each interaction channel and assign them to different agent profiles.

**Answer:** ([SHOW ANSWER](#))

### **NEW QUESTION: 59**

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** ([LEAVE A REPLY](#))

Ensuring that each existing article type has a corresponding Salesforce Knowledge article type that matches its structure and content is a factor that a consultant should consider as part of the migration strategy for Knowledge articles. An article type is a template that defines the layout, fields, and data categories for an article. An article type can be customized to suit different types of content or audiences. When migrating articles from an external database to Salesforce Knowledge, it is important to ensure that there is a matching article type for each existing article type in Salesforce Knowledge, so that the articles can be imported without losing any information or formatting. Verified References: Service Cloud Consultant Certification Guide & Tips, Article Types Overview

### **NEW QUESTION: 60**

Universal Containers initiates cases based on electronic transmissions from power units. The case management process is as follows:

A work order is submitted to a field service team to perform a technical review.

After the technical review is closed, an agent needs to contact the customers to review the activities.

Cases can only be closed after the customer review has been completed.

Universal Containers needs to determine whether the work orders and customer contacts should be stored as

child cases or on a related custom object.

Which three aspects should the consultant consider to meet these requirements?

Choose 3 answers

- A. Visibility and access to the work order records
- B. Case closure rules on the original case
- C. Work order and customer contact escalation requirements
- D. Account team relationship to the primary contact
- E. Total number of account and contact records in the database

**Answer: A,B,C (LEAVE A REPLY)**

### NEW QUESTION: 61

Universal Banking has customer support operations in both Canada and the United States. Compliance regulations are listed below.

\* Agent users in Canada can only view articles pertaining to Canadian products

\* Agent users in the US can only view articles pertaining to US-based products.

How should article visibility be configured to enforce the compliance rules?

- A. Create geography-based roles to restrict access using data categories
- B. Create geography-based roles to restrict access by mapping article types
- C. Create geography-based profiles to restrict access by mapping article types
- D. Create geography-based profiles to restrict access using data categories

**Answer: A (LEAVE A REPLY)**

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<https://www.preppdf.com/Salesforce/Service-Cloud-Consultant-prepaway-exam-dumps.html> (**200 Q&As Dumps, 40%OFF Special Discount: Exam-Tests**)

### NEW QUESTION: 62

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. Call Center Definition File creation
- B. CTI Adapter configuration
- C. Service Console case creation configuration
- D. Lightning Console enablement

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 63**

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

**Answer: ([SHOW ANSWER](#))**

Explanation

After migrating from Knowledge to Lightning Knowledge, Authors need to have access to the record types associated with the article types they want to create. Granting Authors access to the FAQ record type will allow them to create FAQ articles in Lightning Knowledge. Verified References: :

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.knowledge_lightning_migration.htm&type=5)

[id=sf.knowledge\\_lightning\\_migration.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.knowledge_lightning_migration.htm&type=5) :

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.knowledge_lightning_migration_record_types.htm&type=5)

[id=sf.knowledge\\_lightning\\_migration\\_record\\_types.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.knowledge_lightning_migration_record_types.htm&type=5)

**NEW QUESTION: 64**

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. Utilize topic tags for each product type
- B. Define article types with sharing settings
- C. Set the visibility to the data categories
- D. Enable suggested articles in the community

**Answer: A ([LEAVE A REPLY](#))**

Explanation

Utilizing topic tags for each product type is a solution that can satisfy the requirement of allowing community members to find knowledge articles based on the product type. Topic tags are keywords that can be assigned to articles, questions, or other content in the community to categorize them by subject. Community members can use topic tags to filter and search for content that matches their interests or needs. Verified References: :

[https://help.salesforce.com/s/articleView?id=sf.networks\\_topics\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.networks_topics_overview.htm&type=5) :

[https://help.salesforce.com/s/articleView?id=sf.networks\\_topics\\_manage.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.networks_topics_manage.htm&type=5)

**NEW QUESTION: 65**

UC is concerned with system performance in its contact center because the number of records has exceeded 40 million. What platform functionality might be affected by the number of contact records?

- A. Contact view page load time
- B. Contact related list load time
- C. Contact report run time
- D. Contact list view edit time

**Answer:** [\(SHOW ANSWER\)](#)

**NEW QUESTION: 66**

UC's service center needs to provide support for a new product line. The product manager would like to be notified whenever a customer reports a new defect. Which solution should a consultant recommend to meet this requirement?

(choose 1 answer)

- A. Use an assignment rule to assign new cases to the product manager
- B. Use an escalation rule to move cases into the product manager queue
- C. Use Chatter case feed and case teams to monitor cases
- D. Use a workflow rule to send an email to the product manager

**Answer:** [D \(LEAVE A REPLY\)](#)

**NEW QUESTION: 67**

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

**Answer:** [D \(LEAVE A REPLY\)](#)

**NEW QUESTION: 68**

Which statement is true regarding the Salesforce CTI adapter? Choose 3 answers

- A. It is a server-based software program that controls the appearance and behavior of a Salesforce SoftPhone
- B. It is based on the Salesforce CTI Toolkit and consists of source code, libraries, and files
- C. It does NOT require a software install for each call center user on a Windows-based PC.

D. Prebuilt CTI adapters for different telephony systems are available on the Force.com AppExchange

E. It acts as an intermediary between telephony systems, the salesforce Call Center application, and

Salesforce user interface

**Answer: (SHOW ANSWER)**

### NEW QUESTION: 69

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: A,C,D (LEAVE A REPLY)**

Installing an adapter from AppExchange to work with third-party CTI systems, assigning the correct Salesforce users to the Call Center, and creating a softphone layout and assigning to user profiles are configurations that are needed for the softphone to work in Salesforce. A softphone is a customizable call-control tool that appears in the footer of the Service Console and allows agents to make and receive phone calls from within Salesforce. A softphone requires an adapter to connect with a third-party CTI (Computer Telephony Integration) system that handles the telephony functions, such as dialing, transferring, or conferencing. An adapter can be installed from AppExchange or developed using the Open CTI API. A Call Center is a record that defines the settings and behavior of the softphone, such as the adapter URL, the search preferences, or the call results. A Call Center must be created and assigned to the Salesforce users who need to use the softphone. A softphone layout is a layout that defines the fields and buttons that appear on the softphone for different call scenarios, such as inbound, outbound, or internal calls. A softphone layout must be created and assigned to the user profiles who need to use the softphone. Verified References: Service Cloud Consultant Certification Guide & Tips, Set Up Softphones in Salesforce Classic

### NEW QUESTION: 70

Universal Health supports medical kits that have been distributed to thousands of hospitals. Hospitals can

request future credit by providing kit usage information by patient. The regional processing teams review these

requests and award coupons for approved cases. What should a consultant recommend to manage this process using Service Cloud?

- A.** Design a custom object to track credit requests and route them regionally using assignment rules
- B.** Use cases to track the credit requests and route them to regional teams using assignment rules
- C.** Use Web-to-Lead to capture the credit requests and assign them to regional teams using workflow rules.
- D.** Enable the self-service portal to generate logins for the hospital staff by region.

**Answer: B (LEAVE A REPLY)**

### **NEW QUESTION: 71**

Universal Containers is implementing Salesforce Knowledge and immediately wants to begin building a repository of frequently asked questions (FAQ) encountered by contact center agents. How can this be accomplished?

- A.** Create an FAQ article type and configure the enable suggested articles option in support settings.
- B.** Define a data category called FAQ and assign category visibility to users in the contact center role.
- C.** Enable ideas for contact center agents and have them submit FAQ articles at the time a case is closed.
- D.** Create an FAQ article type and enable the submit articles feature on the case close page layout.

**Answer: D (LEAVE A REPLY)**

### **NEW QUESTION: 72**

A recent review of customer satisfaction surveys revealed that the support center does a poor job of upselling new products to customers. Customers report dissatisfaction when calling for service issues and receiving a sales pitch instead.

However, customers that

have been upsold new products are two times more likely to remain a customer.

What is the recommended method to ensure upselling only occurs when customers are likely to be receptive to the offer?

- A.** Einstein Next Best Action
- B.** Service Analytics Predictions
- C.** Visual Remote Assistant

**Answer: (SHOW ANSWER)**

To ensure upselling occurs only when customers are likely to be receptive, implementing Einstein Next Best Action is recommended. This tool uses AI to suggest the most appropriate actions or offers to service agents based on customer context and interaction history, increasing the likelihood of a positive response to upselling efforts while maintaining customer satisfaction.

**NEW QUESTION: 73**

Which of the following measures customer portal adoption/effectiveness among CUSTOMERS (Choose 2)?

- A. Most popular articles
- B. Total cases created
- C. # of articles per agent
- D. # of cases via email

**Answer: A,B (LEAVE A REPLY)**

**NEW QUESTION: 74**

Universal Containers (UC) wants to improve case management by assigning cases to agents based on their relevant product specialization. UC also wants to automatically assign agents to the next case to evenly distribute the case workload.

Which Omni-Channel feature meets the requirements?

- A. Use the agents' Presence Status,
- B. Use the Most Available routing model.
- C. Use Most Cases Closed report.

**Answer: B (LEAVE A REPLY)**

The Most Available routing model in Omni-Channel is designed to distribute work evenly among agents, ensuring a balanced workload. When applied to case management, this feature takes into account the agents' capacity and current workload, routing cases to the agent with the most availability. By also considering agents' skills or product specialization, Omni-Channel can ensure that cases are not only distributed evenly but also assigned to agents with the relevant expertise. This approach optimizes resource utilization, improves response times, and ensures that agents are working on cases that match their specialization, leading to more effective case resolution.

**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 agents to create their own personal articles.
- B. Enable article customization for open cases.
- C. Enable suggested articles on new cases.
- D. Create an email template to send articles as PDF attachments.

E. Enable article submission during case close.

**Answer: (SHOW ANSWER)**

Explanation

Enabling suggested articles on new cases, enabling article submission during case close, and creating an email template to send articles as PDF attachments are recommendations that a consultant should make to assist agents with the resolution of cases using Knowledge. Suggested articles are a feature that automatically recommends relevant articles to agents based on the case information. Agents can view the suggested articles in the case feed or the knowledge sidebar, and attach them to the case or email them to the customer. Article submission during case close is a feature that allows agents to create new articles or update existing articles from the case resolution page. Agents can use this feature to capture and share their knowledge after resolving a case. An email template is a type of template that can be used to create and send emails from Salesforce. An email template can include merge fields, images, links, and other formatting options. An email template can also include a knowledge article as an attachment or a link. Agents can use this feature to send an email with the article to the customer from the case record page or the Service Console. Verified References: Service Cloud Consultant Certification Guide & Tips, Suggested Articles Overview, Submit Articles During Case Close, Create Lightning Email Templates

**NEW QUESTION: 76**

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 with Case Subtabs
- B. Case tabs with Account subtabs
- C. Account tabs and Cases tab
- D. Account tab with Cases related list

**Answer: D (LEAVE A REPLY)**

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**NEW QUESTION: 77**

What are benefits of deploying Knowledge in a high volume Service Cloud portal? (Choose 2)

- A. Replaces the need for an email channel
- B. Eliminates tracking of customer entitlements
- C. Uncovers gaps in the knowledge base
- D. Reduces incoming call volume

**Answer: C,D ([LEAVE A REPLY](#))**

**NEW QUESTION: 78**

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

**Answer: ([SHOW ANSWER](#))**

Explanation

Creating a Custom Report type with activities as the primary object is the recommended way to create a report on agents' daily call volume, including related case and contact information. A Custom Report type is a type of report that allows you to select the objects and fields that you want to report on, as well as define the relationships between the objects. By selecting activities as the primary object, you can report on the calls that agents have made or received, as well as filter them by date, duration, or status. By selecting case and contact as related objects, you can report on the details of the cases and contacts that are associated with the calls, such as case number, case owner, contact name, or contact phone number. Verified References: Service Cloud Consultant Certification Guide & Tips, Create Custom Report Types

**NEW QUESTION: 79**

Universal Containers case managers receive a high volume of new cases daily and would like to improve efficiency across multiple teams with multiple disparate product specializations. Currently, all cases are automatically distributed evenly across all case managers, regardless of the case manager's knowledge of the products related to the case.

What should a consultant recommend to modify the Case Assignment rules?

- A. Implement Einstein Article Recommendations.
- B. Implement Skills-Based Routing.

### C. Implement Queue-Based Routing

**Answer: (SHOW ANSWER)**

Skills-Based Routing is an advanced feature in Salesforce Service Cloud that directs cases to the most qualified case managers based on their skills and expertise. By implementing Skills-Based Routing, Universal Containers can ensure that cases are assigned to case managers with the appropriate product knowledge, improving case resolution efficiency and quality. This method optimizes resource allocation and enhances customer satisfaction by matching cases with the best-suited case managers.

### NEW QUESTION: 80

Cloud Kicks' service agents frequently receive requests for order updates. All order information is managed by a separate cloud-based enterprise resource planning (ERP) system. Agents currently jump between applications to search for these details and have asked if this process can be improved.

Which approach should the consultant recommend to streamline the process?

- A. Create a dynamic action that launches the ERP system with a deep link to the order locator.
- B. Use Salesforce Connect and External Objects to represent this information in Salesforce.
- C. Create a batch integration process that runs hourly to pull all order updates into Salesforce.

**Answer: B (LEAVE A REPLY)**

Salesforce Connect with External Objects is the optimal solution for integrating Cloud Kicks' Salesforce environment with the ERP system. This approach allows real-time access to order information directly within Salesforce, without storing the data in Salesforce, thereby streamlining the process for service agents and improving their efficiency in handling customer requests for order updates.

### NEW QUESTION: 81

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 (LEAVE A REPLY)**

Omni-Channel with Skills-Based Routing is the recommended solution to meet the requirements of Cloud Kicks (CK). Omni-Channel is a feature that allows you to manage the distribution and prioritization of work items (such as cases, chats, leads, or orders) across different channels (such as voice, chat, social, email, video, and web) and agents. Skills-Based Routing is a type of routing model that assigns work items to agents based on their skills and skill levels. For example, an agent who is certified on a specific product line and trained in chat support can receive chat requests related to that product line. Omni-Channel with Skills-Based Routing can help CK provide support through multiple channels, ensure a consistent customer experience, and match work items with agent expertise. Verified References: Service Cloud Consultant Certification Guide & Tips, Omni-Channel Overview, Set Up Skills-Based Routing

### **NEW QUESTION: 82**

Which feature can a consultant deploy to route cases from social channels within a limited timeframe?

- A. Use custom case assignment rules.
- B. Implement an Apex solution.
- C. Use a third-party app from AppExchange.

**Answer: A (LEAVE A REPLY)**

To route cases from social channels efficiently within a limited timeframe, configuring custom case assignment rules is recommended. These rules can automate the distribution of cases based on specific criteria, ensuring that cases are promptly assigned to the appropriate agents or queues for timely resolution.

### **NEW QUESTION: 83**

Universal Containers wants to be able to assign cases based on the same criteria they use for chat .

Which feature should a consultant recommend?

- A. Omni-channel Skills-based routing
- B. Case Skills-based Assignment Rules
- C. Omni-channel Queue-based routing
- D. Chat Queue-based routing

**Answer: C (LEAVE A REPLY)**

### **NEW QUESTION: 84**

Cloud Kicks (CK) has created hundreds of Knowledge articles about its products. The articles have been attached to closed 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. Enable Knowledge User for Service Agents.

- B. Use Smart Link to Article to select the prior version.
- C. Use the Clone option to create a new article.
- D. Select Flag as new version' checkbox when publishing.

**Answer: D (LEAVE A REPLY)**

Explanation

When you edit an article in Salesforce Knowledge, you can choose to flag it as a new version when you publish it. This option creates a new version of the article with a new version number and keeps the previous version in an archived state. The archived version is still associated with the closed cases that it was attached to, while the new version is available for future cases. This way, you can see that a prior article version was associated with the closed cases. Verified References: [Flag an Article as a New Version When You Publish It]

### NEW QUESTION: 85

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. Reporting Snapshots by call center
- B. DynamicDahsbaord by Call Center
- C. Case report grouped by call center
- D. Report Subscriptions by call center

**Answer: A (LEAVE A REPLY)**

Explanation

Reporting Snapshots by call center is a reporting tool that can enable the support manager at Universal Containers to see monthly historical metrics for first call resolution by call center and agent. Reporting Snapshots allow administrators to capture point-in-time data from reports and store them as records in custom objects. These records can then be used to create historical trending reports that show how data changes over time. Verified

References: :

[https://help.salesforce.com/s/articleView?id=sf.reporting\\_snapshots\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.reporting_snapshots_overview.htm&type=5)

[id=sf.reporting\\_snapshots\\_create.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.reporting_snapshots_create.htm&type=5) :

[https://help.salesforce.com/s/articleView?id=sf.reporting\\_snapshots\\_trending.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.reporting_snapshots_trending.htm&type=5)

### NEW QUESTION: 86

Cloud Kicks (CK) plans to deploy Service Cloud. Customers have different levels of support available. CK is unsure whether Entitlements only or Entitlements plus Service Contracts is the correct solution.

Which question should be asked to determine the preferred solution?

- A. Do multiple versions of the entitlements need to be created and maintained?
- B. It support provided on a periodic basis and renewed annually?
- C. Do Service Agents need to determine whether a customer is eligible for support?

**D.** Will customers access self service resources through Experience Cloud?

**Answer: B (LEAVE A REPLY)**

This is the question that should be asked to determine the preferred solution, because it indicates whether CK needs to use Service Contracts or not. Service Contracts are agreements between a company and a customer that specify the duration and level of support for a product or service. If CK provides support on a periodic basis and renews it annually, then they should use Service Contracts along with Entitlements. If CK provides support based on other factors, such as number of cases or products purchased, then they can use Entitlements only. Verified References: : Service Contracts and Entitlements

### **NEW QUESTION: 87**

What should a consultant recommend to ensure chat requests contain sufficient information for service agents to respond effectively?

- A.** Customize Intents using Einstein Chatbots.
- B.** Customize the Lightning Console chat page.
- C.** Customize the pre-chat form.

**Answer: C (LEAVE A REPLY)**

Customizing the pre-chat form allows for the collection of sufficient information from customers before a chat session begins. This ensures that service agents have the context and details needed to respond effectively, improving the efficiency and quality of chat interactions.

### **NEW QUESTION: 88**

The customer support team at Universal Containers (UC) has noticed a large increase in Case Resolution times recently. UC wants to use Einstein for Service to help agents locate the relevant information more quickly.

Which feature should the consultant recommend?

- A.** Einstein Reply Recommendations
- B.** Einstein Bots
- C.** Einstein Article Recommendations

**Answer: (SHOW ANSWER)**

To address the increase in Case Resolution times, Einstein Article Recommendations can be highly effective.

This feature uses machine learning to suggest relevant knowledge articles to agents, based on the context of the customer cases they are working on. By providing agents with quick access to pertinent information, Einstein Article Recommendations can significantly reduce the time spent searching for solutions, thereby improving case resolution times and enhancing overall service efficiency.

### **NEW QUESTION: 89**

The call center manager at Universal Containers wants to generate daily reports to monitor agent productivity trends.

Which primary object should a consultant select to create a new Omni-Channel report type?

- A. Assigned Work
- B. Agent Detail
- C. Agent Work

**Answer: C (LEAVE A REPLY)**

The "Agent Work" object is pivotal for creating Omni-Channel reports focused on monitoring agent productivity trends. This object tracks work items assigned to agents, including cases, chats, and other work types routed through Omni-Channel. By using the "Agent Work" object as the basis for a report, a consultant can analyze various metrics such as work item type, duration, status, and outcome, providing insights into individual and team performance. This information is essential for call center managers to identify productivity trends, make informed decisions to optimize workflows, and enhance overall service delivery.

#### **NEW QUESTION: 90**

Universal Containers is implementing Salesforce Knowledge for call center agents. The company needs to ensure that agents can contribute to the knowledge base to promote adoption. Which functionality supports these requirements?

- A. Allow agents to create Knowledge articles when closing a case.
- B. Add the Submit Feedback button to articles.
- C. Require agents to create Knowledge articles when opening a case.
- D. Add the Submit Feedback button on the Solutions tab.

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 91**

Universal Containers is evaluating whether to implement On-Demand Email-to-Case or Email-to-Case and needs to ensure the solution selected will meet its requirements. Which customer requirement would require the use of Email-to-Case?

- A. Accepts email attachments larger than 10 MB
- B. Accepts attachments from emails
- C. Requires the use of Transport Layout Security (TLS)
- D. Handles more the 10,000 emails a day

**Answer: A (LEAVE A REPLY)**

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### **NEW QUESTION: 92**

Cloud Kicks (CK) uses Lightning Knowledge and has set up Data Categories. CK uses Data Category Visibility to control access based on products and geographic location. The admin plans to enable 'Use standard Salesforce sharing' in Sharing Settings under Knowledge Settings.

Which consideration should the admin be aware of when making this change?

- A.** Data Category Visibility of All Categories provides Public Read-Only access.
- B.** Data Category Visibility of Custom overrides organization-wide default sharing access.
- C.** Data Categories no longer control access to articles.

**Answer: C (LEAVE A REPLY)**

Upon enabling 'Use standard Salesforce sharing' in Knowledge Settings, it's crucial to understand that Data Category Visibility will no longer control access to articles. Instead, standard Salesforce sharing rules and permissions will govern article access, making it important to carefully configure these settings to maintain the desired level of access control and visibility based on the organization's requirements.

### **NEW QUESTION: 93**

universal containers wants to schedule technicians for repair services when an agent is unable to solve customer problem via call center

- A.** Mobile connect
- B.** Contact Requests
- C.** Omni channel
- D.** field service

**Answer: D (LEAVE A REPLY)**

Explanation

Field Service is the functionality that a consultant should recommend to schedule technicians for repair services when an agent is unable to solve a customer problem via call center. Field Service is a product that allows you to manage your mobile workforce and deliver onsite service to your customers. Field Service can be used to create work orders, schedule appointments, dispatch technicians, track service delivery, and optimize routes. Field Service can also be integrated with other Service Cloud features, such as cases,

entitlements, knowledge, or chat. Verified References: [Service Cloud Consultant Certification Guide & Tips], Field Service Overview

**NEW QUESTION: 94**

The Universal Containers contact center offers support via email, the Internet, and a Community. The contact center manager wants to demonstrate the success of recent self-service initiatives to executive management. What report should the contact center manager present to executive management? Choose 2 answers

- A. Number of IVR inquiries without agent involvement
- B. Number of cases created using portal
- C. Average call handle time by team
- D. Number of cases closed by a self-service user

**Answer: B,D (LEAVE A REPLY)**

**NEW QUESTION: 95**

What are some uses of [www.trust.salesforce.com](http://www.trust.salesforce.com) in business continuity planning? (Choose 3)

- A. To provide online security threat information
- B. To provide live support for system and data backup
- C. To provide live and historical data on system performance
- D. To provide best practices for continuity plans
- E. To provide information planning planned maintenance

**Answer: A,C,E (LEAVE A REPLY)**

**NEW QUESTION: 96**

Universal Containers wants to assign support agents to handle only specific interaction channels based on one of the following channel groupings a) Phone b) Phone and email c) Social media (Facebook and Twitter). What should a consultant recommend to accomplish this?

- A. Create an agent role for each channel grouping.
- B. Create a unique case page layout for each channel grouping.
- C. Create a Service Cloud console to support all channel groupings.
- D. Create an agent profile for each channel grouping.

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 97**

A new customer to Salesforce is considering implementing a customer portal. The customer has millions of users and plans to evaluate a high-volume customer portal. What is a key consideration when configuring a customer portal?

- A. Users cannot own records
- B. Users can download and view content

C. Users are not associated with a role in the hierarchy

D. Users can be part of a case team

**Answer:** ([SHOW ANSWER](#))

### **NEW QUESTION: 98**

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 ([LEAVE A REPLY](#))

Field Service Lightning is a solution that enables managers to coordinate service engineers across multiple territories. It provides features such as scheduling, dispatching, routing, inventory management, and work order management. Verified References: :

[https://help.salesforce.com/s/articleView?id=sf.field\\_service\\_basics.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.field_service_basics.htm&type=5) :

[https://help.salesforce.com/s/articleView?id=sf.field\\_service\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.field_service_overview.htm&type=5)

### **NEW QUESTION: 99**

Cloud Kicks wants to optimize its development methodology. Team members want to visualize the workflow to ensure everyone is aligned. In addition, the team limits the amount of work in a given state on capacity and bandwidth.

Which methodology should a consultant recommend?

A. Extreme Programming

B. Lean Development

C. Scrum

D. Kanban

**Answer:** D ([LEAVE A REPLY](#))

Kanban is the recommended methodology to meet the requirements, because it allows CK to optimize its development process by visualizing the workflow, limiting the work in progress, and improving efficiency and quality. Kanban is a method that uses a board with columns and cards to represent the stages and tasks of a project, and helps teams monitor and manage their work flow. Kanban also encourages teams to limit the amount of work in each stage based on their capacity and bandwidth, and to focus on delivering value to customers. Verified References: : Kanban Methodology

### **NEW QUESTION: 100**

Cloud Kicks (CK) wants to adopt artificial intelligence (AI) for improving case closure key performance indicators (KPIs) and product support planning within its Service organization.

CK has at least 1,000 closed cases from which it can predict accurate values for fields that are empty. CK has yet to implement any Einstein AI products.

Which approach should the consultant recommend to start AI efforts at CK?

**A.** Confirm there are enough closed cases and turn on Einstein Service AI Grounding with Cases.

**B.** Review and address Case data issues and set up Einstein Classification Apps.

**C.** Review and address Case data issues and set up Einstein Article Recommendations.

**Answer: B (LEAVE A REPLY)**

For Cloud Kicks (CK) to adopt artificial intelligence (AI) effectively in improving case closure KPIs and product support planning, it's crucial to first review and address any data quality issues in their existing case data. Once the data is clean and reliable, setting up Einstein Classification Apps is a strategic move. Einstein Classification can analyze historical case data to predict values for fields in new cases, helping prioritize and route cases more efficiently. This approach leverages AI to enhance decision-making processes, improve operational efficiency, and provide more targeted support, aligning with CK's goals to improve case management through AI capabilities.

#### **NEW QUESTION: 101**

Cloud Kicks provides phone support to customers using the Service Cloud Voice Dialer. Once a call completes, support agents often need to send a follow-up email or finalize case notes. CK wants to get insight about agent efficiency.

Which metric should a consultant recommend to track the efficiency of individual agents?

**A.** Total Emails Sent

**B.** Call Abandonment

**C.** After Conversation Work Time

**Answer: (SHOW ANSWER)**

To track the efficiency of individual agents using the Service Cloud Voice Dialer, focusing on the "After Conversation Work Time" metric is recommended. This metric measures the time spent by agents on follow-up tasks after a call has ended, providing insights into how efficiently agents manage their post-call responsibilities and contributing to an overall understanding of agent productivity.

#### **NEW QUESTION: 102**

Universal Containers' support team requires its customers to submit their support inquiries via free form email

(Outlook, Gmail, Yahoo, etc). Additional requirements are listed below:

\* Support attachments up to 30 MB per inquiry

\* Over 10,000 inquiries per day

What solution should a consultant recommend to meet these requirements?

**A.** Email-to-Case

**B.** Web-to-Case

C. On-Demand Email-to-Case

D. Customer Chatter groups

**Answer: A (LEAVE A REPLY)**

#### **NEW QUESTION: 103**

Which capabilities of the console can the company use to help improve its contact center performance? (Choose 2)

A. Is available for users in the partner portal

B. Indicates when records and lists are changed by others

C. Displays records and their related items as tabs on one screen

D. Allows Chatter Messenger to be used between agents

**Answer: C,D (LEAVE A REPLY)**

#### **NEW QUESTION: 104**

Universal Containers has been testing an updated Service Console in a sandbox and is ready to move it to Production.

Which deployment solution should a consultant use?

A. Change Sets

B. Mass Transfer Records

C. Manual configuration

D. Data Loader

**Answer: A (LEAVE A REPLY)**

#### **NEW QUESTION: 105**

Open CTI allows Advanced Administrators and Developers to embed call controls in an HTML area that can be placed within Salesforce to control the telephony system. What are the two common places to embed these call controls?

Choose 2 answers

A. On the Highlights Panel of a Primary tab

B. On the footer of the Lightning Console

C. On a new tab in the agent's browser

D. On the left sidebar of Salesforce Classic

**Answer: B,D (LEAVE A REPLY)**

#### **NEW QUESTION: 106**

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. Use the Lightning Knowledge Migration Tool and choose 'include files'.

B. Upload the files as Documents, then relate them to the migrated Articles.

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: B ([LEAVE A REPLY](#))

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#### NEW QUESTION: 107

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. Optimize the customer community for mobile devices to have access to the same support as desktops.
- C. Enable customers to be emailed FAQs by accessing the interactive voice response 24 hours per day.
- D. Create a central "Contact Us" page which provides access to all available channels.
- E. Enforce that customers must search the knowledgebase before they can see the Contact Us page.

Answer: B,D,E ([LEAVE A REPLY](#))

#### NEW QUESTION: 108

What should a consultant recommend to ensure chat requests contain enough information for reps to effectively respond?

- A. Configure lightning guided engagement.
- B. Customize the lightning console that page.
- C. Customize the pre-chat form.
- D. Configure a chat validation rule.

Answer: C ([LEAVE A REPLY](#))

**NEW QUESTION: 109**

Which statements are true regarding a prebuilt Salesforce computer telephony integration (CTI) adapter for different telephony systems? (Choose 2)

- A. It allows voicemails to be captured and stored as attachments on cases
- B. It is a server based software program that controls the behavior of a Salesforce SoftPhone
- C. It is an intermediary between a telephony system and a Salesforce CRM call center user
- D. It utilizes the SoftPhone capability from within the Salesforce application

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 110**

UC has a telemarketing contact center with agents who cold-call prospects and follow-up on prospects that have been routed to them. Which metric should UC consider when designing the contact center? Choose 2 answers.

- A. Number of closed cases
- B. Number of lead referrals
- C. Number of attempts to contact
- D. Number of outbound calls per day

**Answer:** C,D ([LEAVE A REPLY](#))

**NEW QUESTION: 111**

Universal Containers is implementing the Salesforce Service Cloud in its contact center and has requirements listed below.

- \* 2,000 agents are implemented globally 24/7 operations
- \* Open case data will be migrated from a legacy system
- \* New cases will be created in one system only

Which deployment method should be recommended?

- A. Migrate agents to Force.com Connect Offline during deployment
- B. Deploy in phases using countries as pilots
- C. Migrate case data and deploy to all users at office
- D. Deploy based on the number of trainers available

**Answer:** B ([LEAVE A REPLY](#))

**NEW QUESTION: 112**

Support Managers have requested the ability to provide real-time feedback to Agents during customer chat sessions.

What feature should a consultant configure to meet this requirement?

- A. Push Notifications
- B. Case Feed

- C. Omni-channel Supervisor
- D. Next Best Actions

**Answer: (SHOW ANSWER)**

Omni-channel Supervisor is a feature that allows managers to monitor the performance and activity of agents and queues in real time. Managers can view metrics such as agent status, workload, capacity, and chat transcripts. Managers can also provide real-time feedback to agents during customer chat sessions by sending private messages or coaching requests. Verified References: Service Cloud Consultant Certification Guide & Tips, Omni-Channel Supervisor Overview

### **NEW QUESTION: 113**

For which purpose should a contact center use visual workflow?

- A. To escalate a case to the support manager if it has been open for more than 72 hours.
- B. To automate business processes for agents who troubleshoot customer support issues via phone.
- C. To assign follow-up tasks to an agent one week after a case is closed.
- D. To automatically assign cases to a specific queue based on the customer support level.

**Answer: (SHOW ANSWER)**

### **NEW QUESTION: 114**

Which solution should a consultant recommend?

- A. Enable the knowledge sidebar setting in the case support settings.
- B. Implement a salesforce console for service and enable the knowledge sidebar on the case page layout.
- C. Enable the knowledge sidebar related list on the case page layout.
- D. Universal containers recently rolled out a lightning knowledge implementation; however, users are finding unreliable and unrelated knowledge articles displayed in the knowledge one widget in the salesforce console.
- E. Create a visualforce page called knowledge sidebar on the case page layout.

**Answer: B (LEAVE A REPLY)**

### **NEW QUESTION: 115**

Universal Containers (UC) has hired a consulting firm to implement its new Service Cloud platform and requires quick iterations and a speedy project completion. UC has requested frequently project updates for check-ins and refinement.

Which methodology should the Consultant recommend given the requirements?

- A. Waterfall
- B. Force.com IDE
- C. Kanban
- D. Agile

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 116**

UC wants to implement a Knowledge management process with the following requirements: It must contain four different kinds of content: customer FAQs, product specifications, contact center procedures, and product manuals. It must provide the ability to filter Knowledge search results by a single product, multiple products, or all 56 products. Any product-related content created by contact center agents must be approved by the contact center manager and the Knowledge manager before being published. Product content should only be visible internally to contact center agents who handle the product. How should a consultant recommend that Knowledge be configured?

Choose 3 answers.

- A. Define approval processes for each product
- B. Define approval processes for each article type
- C. Configure data category values for each product
- D. Configure workflow rules for each data category
- E. Configure article types for each kind of content

**Answer: C,D,E ([LEAVE A REPLY](#))**

**NEW QUESTION: 117**

The support manager at Universal Containers is getting inaccurate agent performance reports. After researching the data, the Salesforce admin has identified hundreds of cases that are closed but still owned by a queue.

Which solution should a consultant recommend?

- A. Use Data Loader periodically to assign these cases to a default owner.
- B. Create a case validation rule to ensure cases are owned by a user when closed.
- C. Create a case assignment rule to ensure cases are owned by a user when closed.

**Answer: ([SHOW ANSWER](#))**

To address the issue of closed cases still owned by a queue, implementing a case validation rule is the most effective solution. This rule can enforce that cases must be transferred to an individual user's ownership before they can be marked as closed. This ensures data accuracy in reports and helps in evaluating agent performance more reliably, as cases will correctly reflect their final ownership status.

**NEW QUESTION: 118**

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 (LEAVE A REPLY)**

A sharing set is a feature that allows community members to access records that are not owned by them or shared with them by the org-wide default settings. A sharing set can grant access based on a common lookup field, such as the contact field on the case object. By setting up a sharing set to grant access based on the site member's contact record, the consultant can enable community members to access, create, and manage cases online. Verified References: Service Cloud Consultant Certification Guide & Tips, Sharing Sets Overview

### **NEW QUESTION: 119**

An outsourced contact center is losing part-time agents to a nearby contact center that promotes flexible scheduling. Which method can be used to improve agent retention?

Choose 2 answers:

- A. Provide additional training on tools and process
- B. Extend benefits to part-time agents
- C. Mix telephony interactions with email and chat
- D. Allow shift trading between agents

**Answer: B,D (LEAVE A REPLY)**

### **NEW QUESTION: 120**

At Universal Containers, a support agent dedicated to one customer regularly handles complex integration-related cases. In these cases, the agent collaborates with Universal Containers product development team and the client's system integration. What would the consultant recommend to expedite the handling of these cases?

- A. Enable Chatter case feed and add product development team members to the case team.
- B. Create a private Chatter group with customers and invite key individuals to join the group.
- C. Create a related child case and assign the child case to the product development team.
- D. Build a repository of Knowledge articles related to integration and share it with the customer.

**Answer: B (LEAVE A REPLY)**

### NEW QUESTION: 121

Universal Containers wants to provide its resellers a secure portal where they can manage their customer accounts, submit and track the status of their cases, and view reports and dashboards.

Which solution should a consultant recommend?

- A. Partner Community
- B. Employee Community
- C. Customer Community
- D. Reseller Community

Answer: ([SHOW ANSWER](#))

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### NEW QUESTION: 122

Support is divided by product line at AW Computing. Each product line has its own support reps, queue, articles, and record types. Support reps only work within their product line. To help standardize communications with customers, the support administrator would like to implement quick texts.

Quick texts are unique to each product line.

How should the administrator ensure support reps only have access to quick texts for their specific product line?

- A. Set the organization-wide default to Private and create sharing rules to share with roles.
- B. Create a folder for each product line and share them with the specific users.
- C. Add a permission set for Read access to the appropriate product line.
- D. Assign the quick texts to Data Categories with access to the appropriate profiles.

Answer: **B** ([LEAVE A REPLY](#))

In scenarios where support reps need access to quick texts specific to their product line, creating a folder for each product line and sharing them with the respective users is an efficient solution. This approach allows for the organization and segregation of quick texts relevant to each product line, ensuring reps have access to only the resources pertinent to their area of support. This method enhances the efficiency and relevance of communications with customers by providing tailored responses.

**NEW QUESTION: 123**

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. Configure Visual Flows on Salesforce mobile.
- B. Develop and publish a knowledge management system
- C. Integrate with an enterprise resource planning system.
- D. Implement Field Service Lightning.

**Answer: C ([LEAVE A REPLY](#))**

**NEW QUESTION: 124**

The call center manager at Universal Containers wants to generate daily reports to monitor agent productivity trends.

Which primary object should a consultant select to create a new Omni-Channel report type?

- A. Agent Detail
- B. Agent Work
- C. Assigned Work

**Answer: B ([LEAVE A REPLY](#))**

To monitor agent productivity trends, creating a new report type based on the "Agent Work" object is recommended. This object captures detailed information about the work assigned to and completed by agents, enabling the generation of daily reports that provide insights into productivity trends and areas for improvement.

**NEW QUESTION: 125**

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. Social Customer Service
- B. Embedded Chat Window
- C. Open CT1
- D. Contact Requests

**Answer: ([SHOW ANSWER](#))**

Explanation

Embedded Chat Window is the functionality that a consultant should recommend implementing to resolve the issue of heavy amount of phone calls and customer complaints about the hold time. Embedded Chat Window is a feature that allows customers to interact real-time with support agents from their computers and mobile devices. Embedded Chat Window can be added to any website or mobile app with a few lines of code.

Customers can initiate a chat session by clicking on a chat button or widget, and agents can respond using the Service Console. Embedded Chat Window also supports features such as pre-chat forms, chat transcripts, chat transfer, file transfer, and chatbot integration. Embedded Chat Window can help reduce the volume of phone calls and improve customer satisfaction by providing an alternative and convenient channel for customers to get support for complex product issues. Verified References: Service Cloud Consultant Certification Guide & Tips, Embedded Chat Service Overview

### **NEW QUESTION: 126**

Cloud Kidcs (CK) uses Lightning Knowledge and has set up Data Categories. CK uses Data Category Visibility to control access based on products and geographic location. The Service Cloud administrator plans to enable "Use standard Salesforce sharing" in Sharing Settings under Knowledge Setting.

Which consideration should the administrator be aware of when making this change?

- A.** Data Category Visibility of Custom overrides Organization-Wide Sharing Default access.
- B.** Data Category Visibility of All Categories provides Public Read/Write access.
- C.** Data Categories no longer control access to articles.
- D.** Data Category Visibility of AM Categories provides Public Read Only access.

**Answer: (SHOW ANSWER)**

Explanation

This is the main consideration when enabling "Use standard Salesforce sharing" in Sharing Settings under Knowledge Settings, because it changes how article access is controlled. When this setting is enabled, article access is controlled by organization-wide sharing defaults and sharing rules, instead of data categories and data category visibility settings. This means that data categories are only used for filtering and organizing articles, not for restricting access. Verified References: : Control Article Access with Sharing Settings

### **NEW QUESTION: 127**

Universal Containers has recently set up an email-to-case channel for customers to submit case. However, they are having trouble tracking and relating email responses to the related Salesforce case.

What should a Consultant recommend to address this issue?

- A.** Assign a user to manually manage incoming email
- B.** Use Omni-Channel to automatically route inbound email
- C.** Insert a reference Thread ID in the email subject template
- D.** Convert to an On-Demand Email-to-Case setup

**Answer: C (LEAVE A REPLY)**

### **NEW QUESTION: 128**

Universal Containers assigns its contact center agents to certain interaction channels and would like to optimize the agents' desktop based on their assigned interaction channels.

What is the best solution?

- A.** Create multiple agent console applications and configure the layout based on the user's requirements.
- B.** Create case page layouts for each interaction channel and assign them to different agent profiles.
- C.** Create multiple Salesforce Console for Service applications and configure them based on user's requirements.
- D.** Create a Salesforce Console for Service layout and allow the agents to drag and drop the components they need.

**Answer: C (LEAVE A REPLY)**

#### **NEW QUESTION: 129**

Universal Containers is designing a contact center that will store 20 million cases. Of those, 5 million will need to be accessed for reporting and search. Which approach will ensure best system performance? Choose 3

answers:

- A.** Divisions
- B.** Record types
- C.** Custom search
- D.** Custom indexes
- E.** Tiered data strategy

**Answer: A,D,E (LEAVE A REPLY)**

#### **NEW QUESTION: 130**

Universal Containers (UC) is migrating from a legacy case management system to Salesforce. UC would like to retain the existing parent-child relationships between cases. What should a consultant recommend?

- A.** Migrate child cases first.
- B.** Migrate parent cases first
- C.** Migrate parent and child cases together.

**Answer: C (LEAVE A REPLY)**

To retain existing parent-child relationships between cases when migrating to Salesforce, it is crucial to migrate parent and child cases together. This ensures that the hierarchical structure is preserved in Salesforce, maintaining the context and relationships essential for case management.

#### **NEW QUESTION: 131**

UC has two customer service contact centers and each focuses on a specific product line. Each contact center has a varying call volume, contributing to a high operational cost for

the company. UC wants to optimize the cost without compromising customer satisfaction. What can a consultant recommend to accomplish these objectives? Choose 2 answers.

- A. Prioritize customer calls based on their SLA
- B. Implement a customer self-service portal
- C. Enable agents to transfer calls to other agents
- D. Cross-train agents on both product lines

**Answer: B,D (LEAVE A REPLY)**

#### **NEW QUESTION: 132**

Ursa Major Solar's support department would like to implement an entitlement process to ensure customers receive the appropriate support based on their service level agreements (SLAs) Which two features need to be configured as part of the implementation?

Choose 2 answers

- A. Milestones
- B. Assignment Rule
- C. Workflow Actions
- D. Escalation Rule

**Answer: (SHOW ANSWER)**

Explanation

Milestones and Escalation Rules are two features that need to be configured as part of the entitlement process implementation. Milestones are time-dependent steps that represent required service levels, such as first response time or resolution time. Escalation Rules are actions that occur when a milestone is violated, such as sending an email alert or reassigning the case. Verified References: : Milestones : : Escalation Rules

#### **NEW QUESTION: 133**

Universal Containers is changing their case management system to salesforce. All active accounts, contacts, open cases and closed cases for the past five years must be migrated to salesforce for go-live.

Which approach should the consultant use for data migration?

- A. Prepare, plan, Test, execute, validate.
- B. Plan, prepare, validate, execute, test
- C. Plan, prepare, test, execute, validate.
- D. Prepare, plan, validate, execute, test

**Answer: C (LEAVE A REPLY)**

#### **NEW QUESTION: 134**

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: A (LEAVE A REPLY)**

Creating a Salesforce console for service and enabling the knowledge sidebar on the case page layout is a solution that can enable articles to be suggested to agents based on information they are typing into the case. A Salesforce console for service is a workspace that allows agents to manage multiple cases and interactions on a single screen. The knowledge sidebar is a feature that shows suggested articles based on the case subject, description, or other fields in the console. Verified References: :

[https://help.salesforce.com/s/articleView?id=sf.console2\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.console2_overview.htm&type=5) :

[https://help.salesforce.com/s/articleView?id=sf.knowledge\\_sidebar\\_enable.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.knowledge_sidebar_enable.htm&type=5)

### **NEW QUESTION: 135**

UC has discovered that the average time an agent takes to resolve a case has increased. What should a consultant recommend to help reverse this trend? Choose 2 answers.

- A. Track social sentiment across social media outlets
- B. Hire more agents for the contact centers
- C. Improve the training provided to existing agents
- D. Configure entitlements and milestones to enforce SLAs

**Answer: B,C (LEAVE A REPLY)**

### **NEW QUESTION: 136**

Support agents at Universal Containers are entering customer contact information in multiple ways.

Management is concerned about the high likelihood of duplicate customer contact information being entered.

What should the consultant recommend to prevent duplicate records from being created?

- A. Configure and activate Duplicate Management.
- B. Grant "View All Data" and instruct them to search.
- C. Implement Apex triggers for Contact.

**Answer: A (LEAVE A REPLY)**

To prevent duplicate customer contact information, the recommended approach is to configure and activate Salesforce's built-in Duplicate Management feature. This feature allows for the creation of duplicate rules and matching rules to identify and prevent duplicates at the point of entry. It can be applied to standard objects like Contacts and can provide users with alerts or block duplicates based on the rules set. This proactive approach ensures data quality without requiring excessive manual intervention or extensive access rights like

"View All Data."

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### **NEW QUESTION: 137**

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: B,C (LEAVE A REPLY)**

These are two deployment solutions that the consultant should use to ensure skills-based routing is operational in Production. Change Sets are tools that allow administrators to deploy changes from one Salesforce org to another, such as custom objects, fields, workflows, or profiles. Change Sets can be used to deploy the configuration changes related to skills-based routing, such as service channels, routing configurations, or routing rules. Data Loader is a tool that allows administrators to import or export data from Salesforce, such as records, attachments, or documents. Data Loader can be used to migrate the data related to skills-based routing, such as skills, skill assignments, or queues. Verified References: :

<https://help.salesforce.com/s/articleView?id=sf.changesets.htm&type=5> :

[https://help.salesforce.com/s/articleView?id=sf.data\\_loader.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.data_loader.htm&type=5)

### **NEW QUESTION: 138**

A customer has recently implemented an on-premise telephony system that is common in the industry. This

customer purchased Salesforce licenses and is planning to integrate these two systems.

What option should a consultant recommend?

- A. Create an API integration between Salesforce and the telephony system.
- B. Use a computer telephony integration (CTI) adapter that supports its telephony system.
- C. Build a custom computer telephony integration (CTI) adapter using the Toolkit.

D. Implement an on demand telephony solution provided by a vendor.

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 139**

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. Search Activity Gaps
- B. Most Revised Articles
- C. Top Articles sorted descending
- D. Most Linked Articles

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 140**

A customer is planning a Service Cloud implementation. The customer's current database has the following number of records:

- \* 10 million cases
- \* 1 million accounts
- \* 3 million contacts

When planning to migrate this data into Salesforce, what implications should be considered? (Choose 2)

- A. Related lists on the case object may be slow to populate
- B. Salesforce reporting speed may be affected
- C. Result may be slow when searching for records
- D. The Salesforce org may be slow during the data import

**Answer: B,C (LEAVE A REPLY)**

**NEW QUESTION: 141**

Cloud Kicks is preparing to support customers through SMS text messaging and WhatsApp. Support agents will need to easily switch between multiple customer conversations. Which two features will help meet the requirements?

Choose 2 answers

- A. Social Customer Service
- B. Service Console
- C. Messaging
- D. Chat

**Answer: B,C (LEAVE A REPLY)**

Service Console and Messaging are two features that will help meet the requirements for supporting customers through SMS text messaging and WhatsApp. Service Console is a customized interface that allows agents to manage multiple customer interactions in one place, switch between different channels, and access relevant information and tools. Messaging is a feature that enables agents to communicate with customers through SMS text messaging and WhatsApp from within Service Cloud, using predefined templates, quick replies, emojis, and attachments. Verified References: : Service Console Overview : : Messaging Overview

### **NEW QUESTION: 142**

Universal Containers wants to provide a more consistent service experience to its customers and is evaluating using macros.

Which prerequisite should the consultant consider?

- A.** Publisher actions are on the page layout.
- B.** All users have permission to create macros.
- C.** The Lightning page contains the Run Macros action.

**Answer: C (LEAVE A REPLY)**

When evaluating the use of macros to provide a consistent service experience, ensuring that the Lightning page layout includes the Run Macros action is a prerequisite. This enables agents to easily execute macros directly from the case record, streamlining repetitive tasks and enhancing service efficiency.

### **NEW QUESTION: 143**

In order to satisfy the internal Enterprise Security requirements, Universal Containers would like to conduct a Disaster Recovery and Business Continuity exercise with Salesforce. This would involve taking the production copy and making sure agents can work from the production copy until production is restored. The results of the exercise are provided to Enterprise Security as part of an annual audit.

What should a Consultant recommend to support this exercise?

- A.** Use a Developer Pro sandbox for the DR exercise
- B.** Use a Full copy sandbox for the DR exercise
- C.** Use a Partial sandbox for the DR exercise
- D.** Allow the exercise to be done in a Production instance

**Answer: B (LEAVE A REPLY)**

### **NEW QUESTION: 144**

Cloud Kicks uses Einstein Next Best Action to help service agents when working on a customer case. Multiple service agents work on the same case.

What should a consultant configure to show service agents when items were started, paused, resumed, and completed?

- A. Case History related list
- B. Actions & Recommendations component
- C. Activity analytics tab

**Answer: B (LEAVE A REPLY)**

To show service agents when items were started, paused, resumed, and completed in Einstein Next Best Action, configuring the Actions & Recommendations component is recommended. This component provides visibility into the actions taken on a case, including the status of each action, enhancing transparency and collaboration among agents working on the same case.

### **NEW QUESTION: 145**

Cloud Kicks uses Social Customer Service to create and respond to customer cases. After closing a case, service agents are seeing duplicate cases the customer makes a new social post.

What should a consultant recommend?

- A. Change the Run Apex As User to a service agent profile.
- B. In Inbound Setting, set Enable Case Reopen to 3 days.
- C. Establish Duplicate Rules to find similar cases.
- D. Configure a Macro to close the duplicate case

**Answer: B (LEAVE A REPLY)**

This is the recommended solution to prevent duplicate cases when a customer makes a new social post after closing a case. In Inbound Settings, there is an option to enable case reopen, which allows a closed case to be reopened when a customer replies on the same social network within a specified number of days. Setting this option to 3 days means that if a customer posts a new comment on Facebook or Twitter within 3 days of closing a case, the original case will be reopened instead of creating a new one. Verified References: :  
Enable Case Reopen

### **NEW QUESTION: 146**

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 (LEAVE A REPLY)**

Email-to-case is a channel that meets the requirements of logging the case thread and storing attachments to the case record. Email-to-case is a feature that allows you to automatically create cases from incoming emails sent to your company's support addresses. Email-to-case preserves email formatting and supports HTML emails with embedded images. Email-to-case also captures email attachments and adds them to the case record. Email-to-case tracks the entire email conversation between the customer and the agent, and logs it as a case thread on the case feed or case comments. Verified References: Service Cloud Consultant Certification Guide & Tips, Email-to-Case Overview

**NEW QUESTION: 147**

A customer calls the service desk at Universal Containers. The agent assigned to the call creates a case to capture the issue, but later realized the caller is not eligible for support. What solution should a consultant recommend to prevent the scenario from happening in the future?

- A. Add the assets related list to contact records
- B. Add the service contract related list to contact records
- C. Add the entitlements related list to contact records
- D. Add the entitlement contacts related list to account records

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 148**

Universal Containers needs to ensure it is staffing enough agents to answer calls at times of peak volume. In addition, the company needs to report on the metric listed below.

\* Average handle time (AHT)

\* Adherence to service level agreements (SLAs)

Which data source would Universal Containers need in order to gather this information?

Choose 3 answers

- A. Workflow Management (WFM)
- B. Interactive Voice Response (IVR)
- C. Automatic Call Distributor (ACD)
- D. Chat log history
- E. Entitlements

**Answer: A,C (LEAVE A REPLY)**

**NEW QUESTION: 149**

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. Field Service
- B. Mobile Connect

C. Contact Request

D. omni Channel

**Answer: A (LEAVE A REPLY)**

Explanation

Field Service is a Salesforce product that enables companies to manage work orders, service appointments, service resources, and service territories. It also provides features such as scheduling optimization, mobile access, and offline support. Field Service is the recommended functionality for scheduling repair service when an agent is unable to solve the customer's problem via the call center. Verified References: Service Cloud Consultant Certification Guide & Tips, Field Service Overview

### **NEW QUESTION: 150**

To help Service Agents more accurately respond to Cases, Universal Containers want a list of relevant Articles displayed on the Case record page.

How should a consultant configure this requirement?

A. Add Knowledge Data Categories to each Case.

B. Add the Knowledge related list to the Case record page.

C. Add the Knowledge tab to the Service Console.

D. Add the Knowledge Component to the Case record page.

**Answer: D (LEAVE A REPLY)**

Explanation

The Knowledge component is a Lightning component that displays relevant articles on the case record page based on the case information. Agents can use the component to search for articles, attach articles to cases, view article details, and provide feedback on articles. The Knowledge component helps agents find the information they need to resolve cases faster and more accurately. Verified References: Service Cloud Consultant Certification Guide & Tips, Use the Lightning Knowledge Component

### **NEW QUESTION: 151**

Universal Containers has a well-defined support process for cases which includes the following statuses:

\* New

\* Assigned

\* In Progress

\* Waiting On Customer

\* Closed

The support manager has noticed an increase in the average age of a case and wants to understand how long a case is in each status.

Which report type should the consultant consider when collecting data for the support manager?

A. Case Lifecycle

**B.** Cases with Milestones

**C.** Case History

**Answer: C (LEAVE A REPLY)**

For analyzing the duration cases spend in each status, the "Case History" report type is most suitable. This report tracks all changes made to a case, including status updates, providing a detailed timeline of a case's progression. This data enables the support manager to identify bottlenecks or stages where cases are delayed, facilitating targeted improvements in the support process.

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**NEW QUESTION: 152**

A Service Consultant has been asked to design a solution for Service Reps to communicate with customers via Twitter

What should the Consultant recommend implementing in the Lightning Service Console?

**A.** A Twitter Macro

**B.** The Case Feed

**C.** The Social Feed

**D.** A Custom Component

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 153**

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: B,C (LEAVE A REPLY)**

Creating an entitlement process and setting up milestones are steps that should be completed to hold service reps accountable to customer Service Level Agreements

(SLAs). An entitlement process defines the timeline and steps required to deliver support to customers based on their entitlements. A milestone is a critical step in the support process that has a target date and time by which it must be completed. For example, a milestone could be responding to a customer within 24 hours or resolving a case within 5 days. By creating an entitlement process and setting up milestones, service reps can track their progress and ensure they meet the SLAs for each case. Verified References: Service Cloud Consultant Certification Guide & Tips, Set Up and Manage Entitlements and Milestones

**NEW QUESTION: 154**

Cloud Kicks (CK) wants to explore having a full Incident Management, Swarming, and Change Management process to provide a foundation for its auditing and governance needs, CK also wants interactive recommendations for every department during this process, Besides implementing Incident Management and Service Cloud for Slack, what should a consultant recommend for the full solution?

- A. Implement Flow Orchestration with Work Guides,
- B. Implement a third-party app from AppExchange.
- C. Implement Guidance for Success and Knowledge articles.

**Answer: A (LEAVE A REPLY)**

For Cloud Kicks (CK) to establish a comprehensive Incident Management, Swarming, and Change Management process that includes interactive recommendations for every department, implementing Flow Orchestration with Work Guides is advisable. Flow Orchestration enables the automation and management of complex business processes, guiding users through predefined paths that can adapt based on situational context. Work Guides provide step-by-step instructions and contextual recommendations, ensuring that each department follows best practices and maintains consistency in their approach to incident and change management. This solution supports CK's auditing and governance needs by providing a structured, traceable process that enhances operational efficiency and decision-making.

**NEW QUESTION: 155**

Universal Containers' contact center would like to measure and communicate case escalation rates to

management. Which solution should a consultant recommend to meet this requirement?

- A. Create a daily snapshot report of all cases and calculate percentage of escalated cases
- B. Create a bucket field on a report to calculate the percentage of escalated cases
- C. Create a formula field on the case record to calculate percentage of escalated cases
- D. Create a case report with a custom summary formula to calculate the percentage of escalated cases

**Answer: D (LEAVE A REPLY)**

### NEW QUESTION: 156

Universal containers has determined that case list views are slow to load because of the large number of cases in the system. Which two actions will improve the performance of the list views? Choose 2 answers

- A. Filter the views by case owner.
- B. Restrict visibility of the views.
- C. Reduce the number of fields displayed.
- D. Remove filter criteria from the views.

**Answer: (SHOW ANSWER)**

These are two actions that will improve the performance of the case list views that are slow to load because of the large number of cases in the system. Filtering the views by case owner will limit the number of records returned by the views and make them load faster. Reducing the number of fields displayed will also reduce the amount of data rendered by the views and improve their speed. Verified References: :

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.reports_listviews_bestpractices.htm&type=5)

[id=sf.reports\\_listviews\\_bestpractices.htm&type=5 :](https://help.salesforce.com/s/articleView?id=sf.reports_listviews_bestpractices.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.reports\\_listviews\\_create.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.reports_listviews_create.htm&type=5)

### NEW QUESTION: 157

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 (LEAVE A REPLY)**

Social Conversation component is a feature that can enable Universal Containers to monitor customers' social media reactions and opinions, as well as see recent cases that customers logged. Social Conversation component allows agents to view and reply to social posts from customers using Social Customer Service. It also shows related records, such as cases, contacts, or accounts, that are linked to the social posts. Verified

References: : [https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.social_customer_service_overview.htm&type=5)

[id=sf.social\\_customer\\_service\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.social_customer_service_overview.htm&type=5)

[:https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.social_customer_service_component.htm&type=5)

[id=sf.social\\_customer\\_service\\_component.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.social_customer_service_component.htm&type=5)

### NEW QUESTION: 158

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 a dashboard to track and manage call volumes by type.
- B. Configure Omni-channel to assign cases directly to Tier 2.
- C. Create Knowledge Articles and publish internally and publicly.
- D. Configure IVR routing to bypass Tier 1 for the product line.

**Answer: C (LEAVE A REPLY)**

#### **NEW QUESTION: 159**

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. Set up an intuitive Data Category hierarchy
- B. Restrict the Manage Articles user permission
- C. Enable and configure wildcards for article searches
- D. Require that an article be added when closing a case

**Answer: C,D (LEAVE A REPLY)**

#### **NEW QUESTION: 160**

The VP of service at Universal Containers wants to make it easier and faster for support agents to send Knowledge articles to the customer.

What should a consultant configure to send the article to the customer?

- A. Set up the Case Deflection component to share Knowledge articles.
- B. Create a Macro to send an email with Knowledge articles.
- C. Create an auto-response rule that links to Knowledge articles.

**Answer: B (LEAVE A REPLY)**

To streamline the process of sending Knowledge articles to customers, configuring a Macro is an efficient solution. Macros automate repetitive tasks, such as selecting an article and attaching it to an email to the customer, thereby speeding up the agent's workflow and enhancing the customer support experience.

#### **NEW QUESTION: 161**

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. Develop and publish a knowledge management system
- B. Configure Visual Flows on Salesforce mobile.
- C. Integrate with an enterprise resource planning system.
- D. Implement Field Service Lightning.

**Answer: D (LEAVE A REPLY)**

Explanation

Field Service Lightning is a product that enables you to manage your mobile workforce, optimize schedules, track inventory, and resolve issues in the field. Field engineers can use the Field Service Lightning mobile app to access current inventory levels of products the customer has purchased while at customer sites. They can also view their assigned work orders, get directions, update statuses, and capture signatures. Verified References: Field Service Lightning Overview

**NEW QUESTION: 162**

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

**Answer: (SHOW ANSWER)**

Explanation

The Knowledge Base Dashboards and Reports AppExchange package is a free package that provides pre-built dashboards and reports to help you measure and improve your knowledge base. You can use this package to gather information on knowledge article usefulness, such as article ratings, views, feedback, searches, and gaps. Verified References: Knowledge Base Dashboards and Reports

**NEW QUESTION: 163**

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 flow Builder /Process Builder
- B. Define case escalation rules
- C. Activate a validation rule
- D. Create a Case Macro

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 164**

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. Configure case escalation rules.
- B. Use Flow Builder to create a flow with scheduled path.

- C. Establish case assignment rules.
- D. Define case auto-response rules.

**Answer: A (LEAVE A REPLY)**

Explanation

Case escalation rules are used to automatically escalate cases based on certain criteria, such as case age, priority, status, or owner. Escalation rules can trigger actions such as sending email notifications, assigning cases to queues or users, or changing field values. Case escalation rules are the best approach to notify Support Managers when a new case has been untouched for more than two business days. Verified References: Service Cloud Consultant Certification Guide & Tips, Set Up Escalation Rules

### **NEW QUESTION: 165**

Cloud Kicks' development team must manage multiple projects that compete for limited resources. The team needs to change directions often and start urgent work quickly. Which step should a consultant recommend completing before beginning the build phase?

- A. Design
- B. Enablement
- C. Test

**Answer: A (LEAVE A REPLY)**

Before beginning the build phase, especially in environments where projects are numerous and resources are limited, the design phase is crucial. This phase involves planning, creating mock-ups, and defining the project's scope and requirements. It sets a clear direction and ensures that all stakeholders have a shared understanding of the project's goals and how they will be achieved, thereby streamlining the development process and reducing the need for significant changes during the build phase.

### **NEW QUESTION: 166**

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 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: A (LEAVE A REPLY)**

Explanation

Creating a macro to send an email with the article to customer is a solution that can satisfy the request of making it easier and faster for support reps to send knowledge articles to customers. A macro is a set of instructions that can automate common or repetitive tasks on a record, such as sending an email and updating a field. A macro can help reps save

time and avoid errors when sending articles to customers. Verified References: :  
[https://help.salesforce.com/s/articleView?id=sf.console2\\_macros\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.console2_macros_overview.htm&type=5) :  
[https://help.salesforce.com/s/articleView?id=sf.console2\\_macros\\_create.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.console2_macros_create.htm&type=5)

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#### **NEW QUESTION: 167**

UC wants to reduce incoming support phone call volume. What action can be taken to meet this requirement? Choose 2 answers.

- A. Implement Service Cloud console to support agents
- B. Enable service contracts and entitlements
- C. Leverage Live Agent for web-based chat
- D. Implement Salesforce Knowledge on a portal

**Answer: C,D (LEAVE A REPLY)**

#### **NEW QUESTION: 168**

A customer has recently implemented an on-premise telephony system that is common in the industry. This customer purchased Salesforce licenses and is planning to integrate these two systems. What option should a consultant recommend?

- A. Create an API integration between Salesforce and the telephony system.
- B. Use a computer telephony integration (CTI) adapter that supports its telephony system.
- C. Build a custom computer telephony integration (CTI) adapter using the Toolkit.
- D. Implement an on demand telephony solution provided by a vendor.

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 169**

Universal Containers need to determine whether the work orders and customer contacts should be stored as child cases or on a related custom object.

Which three aspect should the consultant consider to meet the requirements?

Choose 3 answers

- A. Visibility and access to the work order records
- B. Total number of account and contact records in the database
- C. Case closure rules on the original case

- D. Account team relationship to the primary contact
- E. Work order and customer contact escalation requirements

**Answer: A,C,E (LEAVE A REPLY)**

**NEW QUESTION: 170**

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: (SHOW ANSWER)**

Explanation

These are two features that a consultant should recommend to help reduce the call wait time and improve customer service. Chat is a feature that allows customers to interact with agents in real time through a web-based chat window. Chat can help reduce the call volume and provide faster and more personalized service. Case Auto-Response is a feature that allows administrators to set up automatic email responses to customers who submit cases via email or web. Case Auto-Response can help acknowledge the receipt of the case, provide a case number, and set expectations for the resolution time. Verified

References: :

[https://help.salesforce.com/s/articleView?id=sf.live\\_agent\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.live_agent_overview.htm&type=5) :

[https://help.salesforce.com/s/articleView?id=sf.case\\_email\\_autoresponse.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.case_email_autoresponse.htm&type=5)

**NEW QUESTION: 171**

Which document should be created to support the initial planning phase of an implementation project? (Choose 2)

- A. Solution design document
- B. Requirements traceability matrix
- C. Project milestones
- D. Project kickoff presentation

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 172**

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. Establish case assignment rules.

- B. Configure case escalation rules.
- C. Use Flow Builder to create a flow with a scheduled path.
- D. Define case auto-response rules.

**Answer: B (LEAVE A REPLY)**

#### **NEW QUESTION: 173**

Cloud Kicks has recently started using Entitlements within its support process. Service agents are selecting entitlements with similar names that are incorrectly associated with the account assigned on the case.

What should a consultant recommend to meet the requirements and help service agents?

- A. Enable lookup filters.
- B. Configure a Quick Action.
- C. Set OWD sharing to Private.

**Answer: A (LEAVE A REPLY)**

Lookup filters can be used to restrict the Entitlements that service agents can select based on specific criteria, such as the account associated with the case. By enabling lookup filters, Cloud Kicks can ensure that agents are only presented with relevant entitlements, reducing the risk of selecting incorrect entitlements and improving the support process's efficiency.

#### **NEW QUESTION: 174**

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. Apex Trigger
- B. Approval Process
- C. Smart Links
- D. Article Translation

**Answer: C (LEAVE A REPLY)**

#### **NEW QUESTION: 175**

Universal Containers implemented Case Management to support business-to-consumer (B2C) customers. One custom field includes the customer's Personal Identifiable Information (PII) data. When a case is submitted, an account manager requires Read-Only access and needs to view the customer's PII data. A support engineer requires Read and Write access but no visibility into the customer's PII data.

Which solution should a consultant recommend to meet the requirements?

- A. Configure View All for the Case object and field-level security.
- B. Configure Case Team with Read Write and field-level security.
- C. Configure OWD for the Case object and implement Salesforce Shield.

**Answer: (SHOW ANSWER)**

To meet the requirements of different access levels for account managers and support engineers, configuring Case Teams with appropriate roles and applying field-level security to the Personal Identifiable Information (PII) data field is advisable. This approach allows for granular control over access to case information and PII data, ensuring that each role has the necessary permissions while maintaining data privacy and security.

**NEW QUESTION: 176**

Cloud Kicks (CK) has a service performance dashboard to manage its entire support organization. Now, CK would like to understand performance from different perspectives, such as by product line or case close date quarter.

What is the recommended solution to meet the requirements?

- A. Configure the dashboard refresh schedule.
- B. Ensure View All Data is not assigned to users.
- C. Use a Dynamic Dashboard based on running user.
- D. Add multiple Dashboard Filters.

**Answer: D (LEAVE A REPLY)**

Adding multiple Dashboard Filters is a solution that can enable Cloud Kicks to view cases resolved on the first call from different perspectives, such as by product line or case close date quarter. Dashboard Filters are criteria that can be applied to dashboard components to show data for a specific dimension, such as a field, a value, or a range. Dashboard Filters can help create interactive and dynamic dashboards that show different views of the data. Verified References: :

[https://help.salesforce.com/s/articleView?id=sf.dashboards\\_filters\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.dashboards_filters_overview.htm&type=5) :

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**NEW QUESTION: 177**

Universal Containers need to determine whether the work orders and customer contacts should be stored as child cases or on a related custom object.

Which three aspects should the consultant consider to meet the requirements?

Choose 3 answers

- A. Work order and customer contact escalation requirements
- B. Visibility and access to the work order records
- C. Total number of account and contact records in the database
- D. Account team relationship to the primary contact
- E. Case closure rules on the original case

**Answer: A,B,E (LEAVE A REPLY)**

These are three aspects that the consultant should consider to determine whether the work orders and customer contacts should be stored as child cases or on a related custom object. Work order and customer contact escalation requirements are aspects that affect how urgent and complex the work orders and customer contacts are, and how they should

be handled by different levels of agents or managers. Visibility and access to the work order records are aspects that affect who can view and edit the work order records, and how they are shared with other users or groups. Case closure rules on the original case are aspects that affect when and how the original case can be closed, and what actions need to be performed on the related records before closing the case. Verified

References: :

[https://help.salesforce.com/s/articleView?id=sf.work\\_orders\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.work_orders_overview.htm&type=5) :

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[https://help.salesforce.com/s/articleView?id=sf.case\\_closure\\_rules.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.case_closure_rules.htm&type=5)

### **NEW QUESTION: 178**

Cloud Kicks will use the Salesforce Knowledge Article Importer to migrate existing articles from another knowledge base. The current knowledge base includes how-to guides written in HTML.

What is the recommended method to import the how-to guides into Salesforce Knowledge?

- A.** Modify the import parameters to specify HTML encoding.
- B.** Change the HTML format first to support subfields.
- C.** Create an HTML file for each rich text area field.

**Answer: C (LEAVE A REPLY)**

When migrating how-to guides written in HTML to Salesforce Knowledge, the recommended approach is to create an HTML file for each article's rich text area field. This method ensures that the HTML content is properly formatted and displayed within Salesforce Knowledge articles, preserving the original layout and functionality of the how-to guides.

### **NEW QUESTION: 179**

The support team at Cloud Kicks would like to implement Messaging to gather customer feedback and issues.

What are two places the messages can be routed to?

Choose 2 answers

- A.** Chatter Group
- B.** Web Chat
- C.** Einstein Bots
- D.** Call Center Agent

**Answer: (SHOW ANSWER)**

Einstein Bots and Call Center Agents are two places where the messages can be routed to. Einstein Bots are automated chat agents that can handle common customer requests, such as checking order status, resetting passwords, or updating information. Call Center Agents are human agents who can take over the conversation from Einstein Bots when

more complex or personalized assistance is needed. Verified References: : Einstein Bots Overview : : Call Center Agents Overview

### **NEW QUESTION: 180**

Universal Containers need to determine whether the work orders and customer contacts should be stored as child cases or on a related custom object.

Which three aspects should the consultant consider to meet the requirements?

Choose 3 answers

- A.** Work order and customer contact escalation requirements
- B.** Total number of account and contact records in the database
- C.** Visibility and access to the work order records
- D.** Account team relationship to the primary contact
- E.** Case closure rules on the original case

**Answer: A,C,E (LEAVE A REPLY)**

Explanation

These are three aspects that the consultant should consider to determine whether the work orders and customer contacts should be stored as child cases or on a related custom object. Work order and customer contact escalation requirements are aspects that affect how urgent and complex the work orders and customer contacts are, and how they should be handled by different levels of agents or managers. Visibility and access to the work order records are aspects that affect who can view and edit the work order records, and how they are shared with other users or groups. Case closure rules on the original case are aspects that affect when and how the original case can be closed, and what actions need to be performed on the related records before closing the case. Verified

References: :

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### **NEW QUESTION: 181**

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: C (LEAVE A REPLY)**

Creating a Custom Report type with activities as the primary object is the recommended way to create a report on agents' daily call volume, including related case and contact information. A Custom Report type is a type of report that allows you to select the objects and fields that you want to report on, as well as define the relationships between the objects. By selecting activities as the primary object, you can report on the calls that agents have made or received, as well as filter them by date, duration, or status. By selecting case and contact as related objects, you can report on the details of the cases and contacts that are associated with the calls, such as case number, case owner, contact name, or contact phone number. Verified References: Service Cloud Consultant Certification Guide & Tips, Create Custom Report Types

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#### **NEW QUESTION: 182**

Universal Containers is implementing a Knowledge Base and wants to empower certain managers to create, edit, and manage articles. All articles should be reviewed by these managers before being published, while some articles need an additional layer of legal review as well. Which three actions should a Consultant recommend to meet these requirements? Choose 3 answers

- A. Create at least two different article types.
- B. Create at least two different data categories.
- C. Create at least two different approval processes.
- D. Grant managers the Manage Salesforce Knowledge permission.
- E. Grant managers the Manage Data Categories permission.

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 183**

Universal Containers' leadership wants to reduce the level of effort required to get the right people involved to resolve service issues more quickly.

What should the consultant recommend to distribute cases?

- A. Create queues with support agents and use assignment rules.
- B. Predefine case teams and use assignment rules.
- C. Configure Web-to-Case and use assignment rules,

**Answer: (SHOW ANSWER)**

To efficiently distribute cases and get the right people involved for quicker resolution, creating queues that group support agents by expertise or function and utilizing assignment rules to automatically route cases to the appropriate queues is recommended. This approach streamlines case distribution, ensuring cases are handled by agents best equipped to resolve them promptly.

**NEW QUESTION: 184**

Cloud Kicks is migrating its knowledge base from Classic Knowledge into Lightning Knowledge. After the migration, an integration process that manages the articles' lifecycles by archiving deleting articles of a certain designation now fails.

What are two reasons the integration is failing?

Choose 2 answers

- A. The Article Type field is no longer accessible via SOQL or the API.
- B. Only Published articles are available in the API.
- C. URL formats for articles differ between Classic and Lightning Knowledge.
- D. Users must have Modify All permission to delete archived articles.
- E. After the migration, an integration process that manages the articles' lifecycle by archiving and

**Answer: C,D (LEAVE A REPLY)**

These are two reasons why the integration is failing after migrating from Classic Knowledge to Lightning Knowledge. The URL formats for articles change when migrating from Classic Knowledge to Lightning Knowledge, so any integration that relies on URLs needs to be updated accordingly. Also, users need to have Modify All permission on the article type object to delete archived articles in Lightning Knowledge, whereas in Classic Knowledge they only needed Delete permission on the article type object. Verified

References: :

URL Formats for Articles Change When Migrating from Classic Knowledge to Lightning Knowledge : Delete Archived Articles in Lightning Knowledge

**NEW QUESTION: 185**

A recent analysis of agent performance on chat-related cases revealed a large gap between top performing agents and poor performers. Top agents identified coaching from managers as a key success factor. The company would like to ensure managers provide coaching on chat-related cases.

What is the recommended method for managers to coach agents?

- A. Use skills-based routing in Salesforce Messaging.
- B. Use Einstein Chat Insight to identify areas to improve.
- C. Use an Einstein Bots Chat to handle common issues.
- D. Use Omni-Channel Supervisor to monitor agents' chat sessions.

**Answer: B (LEAVE A REPLY)**

## Explanation

Using Einstein Chat Insight is a method for managers to coach agents on chat-related cases. Einstein Chat Insight is a feature that uses artificial intelligence to analyze chat transcripts and provide insights into agent performance, customer satisfaction, and conversation topics. Einstein Chat Insight can help managers identify areas to improve and provide feedback and guidance to agents. Verified References: :

[https://help.salesforce.com/s/articleView?id=sf.snapins\\_chat\\_insights\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.snapins_chat_insights_overview.htm&type=5) :

[https://help.salesforce.com/s/articleView?id=sf.snapins\\_chat\\_insights\\_setup.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.snapins_chat_insights_setup.htm&type=5)

## NEW QUESTION: 186

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: (SHOW ANSWER)**

Adding more support phone lines is a solution that can address the problem of the support team being unable to provide same-day customer assistance due to high demand. Adding more support phone lines can increase the capacity and availability of the support team to handle incoming calls from customers. This can reduce the wait time and improve customer satisfaction. Verified References: :

[https://help.salesforce.com/s/articleView?id=sf.service\\_phone\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.service_phone_overview.htm&type=5) :

[https://help.salesforce.com/s/articleView?id=sf.service\\_phone\\_setup.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.service_phone_setup.htm&type=5)

## NEW QUESTION: 187

Universal Containers provides Customer Support for two separate business operations.

The cases managed for each operation have different steps and fields.

Which three features could be implemented to support this? Choose 3 answers

- A. Record Types
- B. Article Types
- C. Page Layouts
- D. Omni-Channel
- E. Support Processes

**Answer: A,C,E (LEAVE A REPLY)**

## Explanation

Page layouts, record types, and support processes are features that can be implemented to support different case management steps and fields for two separate business operations. Page layouts control the layout and organization of fields, buttons, related lists,

and other components on a record detail or edit page. Record types allow you to offer different business processes, picklist values, and page layouts to different users based on their profiles. Support processes define the picklist values for the Status field on cases for each record type.

Verified References: Service Cloud Consultant Certification Guide & Tips, Page Layouts Overview, Record Types Overview, Support Processes Overview

### **NEW QUESTION: 188**

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

**Answer: B (LEAVE A REPLY)**

Explanation

Email-to-Case is a Service Cloud feature that allows you to automatically create cases from incoming emails sent to your company's support addresses. Email-to-Case can handle emails with attachments up to 25 MB in size (minus any text in the email). Email-to-Case also preserves email formatting and supports HTML emails with embedded images. Email-to-Case is suitable for customers who provide digital pictures of their problems as attachments. Verified References: Service Cloud Consultant Certification Guide & Tips, Email-to-Case Overview

### **NEW QUESTION: 189**

Which Search mechanism should be used to find Case Comments from within the Lightning Service Console?

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

**Answer: (SHOW ANSWER)**

### **NEW QUESTION: 190**

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: (SHOW ANSWER)**

A case macro is a set of instructions that tells Salesforce how to update fields, send emails, and perform other tasks on a case. By creating a case macro that updates the case status to Waiting for Customer and sends an email to the case contact, agents can perform this step with one click and avoid forgetting it. Verified References: Salesforce Help: Macros

#### **NEW QUESTION: 191**

Which step should a consultant take to import articles into Salesforce Knowledge?  
(Choose 2)

- A. Use change sets to import data categories
- B. Map articles with HTML sections to rich text area fields
- C. Use the data loader to import unstructured articles
- D. Create a separate .csv for each article type

**Answer: B,C (LEAVE A REPLY)**

#### **NEW QUESTION: 192**

Universal Containers wants to reduce the volume of calls into their Product Support Contact Center. Which three features should a Consultant recommend? Choose 3 answers

- A. Chatter Questions
- B. Macros
- C. Communities
- D. Field Service
- E. Public Knowledge

**Answer: A,C,E (LEAVE A REPLY)**

#### **NEW QUESTION: 193**

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. Recommend that the VP of Worldwide Support design a global template to provide a clear vision and standardization.
- B. Recommend utilizing out-of-the-box functionality to reduce cost and ensure one worldwide process and reporting.

**C.** Assign teams in each major contact center to design a solution unique to its needs and have an analyst build a combined report.

**D.** Assign a global team of experienced agents and leaders to create a common design template and report structure.

**Answer: D ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 194**

A company has a requirement to keep all emails behind their firewall, they have 200 agents. What should they use?

**A.** Email to Case

**B.** Web to Case

**C.** Community

**D.** On Demand Email to Case

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 195**

Support engineer need to see a complete chronological list of field edit to a case, associated emails, case comments, and field edit to related objects in a single view while working on a case.

How should the requirement be met?

**A.** Create a custom report

**B.** Create a custom Visualforce page

**C.** Create a custom related list on the case

**D.** Create a custom view on the Case tab

**Answer: C ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 196**

Universal Containers (UC) has a policy that requires all email traffic to remain within its firewall. UC receives up to 2,000 cases per day, some of which include large email attachments from customers.

When implementing Salesforce in this scenario, which solution should a consultant recommend?

**A.** Email relay

**B.** On-Demand Email-to-Case

**C.** Email-to-Case

**Answer: C ([LEAVE A REPLY](#))**

Email-to-Case is the recommended solution for Universal Containers to manage email traffic within its firewall. Unlike On-Demand Email-to-Case, which routes emails through Salesforce servers, Email-to-Case allows emails to be processed directly by the organization's email server, adhering to UC's policy of keeping email traffic within its firewall, even when handling large attachments.

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<https://www.preppdf.com/Salesforce/Service-Cloud-Consultant-prepaway-exam-dumps.html> (200 Q&As Dumps, **40%OFF Special Discount: Exam-Tests**)

### NEW QUESTION: 197

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: (SHOW ANSWER)**

These are three best practices that should be used when importing partner data in Excel format into existing Salesforce Date, Number, and Text fields. Standardizing all rows to match Salesforce data types will ensure that the data is compatible and consistent with the Salesforce fields. Deduplicating the data before importing into Salesforce will prevent creating duplicate records and violating unique constraints. Installing the Data Quality Analysis Dashboards from the AppExchange will help monitor and improve the quality of the imported data. Verified References: : <https://help.salesforce.com/s/articleView?id=sf.importing.htm&type=5> :

[https://help.salesforce.com/s/articleView?id=sf.data\\_quality\\_dashboard.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.data_quality_dashboard.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.data\\_quality\\_dashboard.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.data_quality_dashboard.htm&type=5)

### NEW QUESTION: 198

As part of a service improvement project, Cloud Kicks (CK) has implement Knowledge management for its support agents. Several months after the implementation, CK management notices an inconsistency in reported customer satisfaction, CPIS show a decrease; however, many customers have provided testimonials about great support experinces.

Which KPI should help explain the disparity?

- A. Track not promoter scores as part of an automated survey after case closure for every cote.

- B.** Benchmark the average cases per agent versus the team average across each case channel
- C.** Track the average calls per day, average cases per agent, and average cases per case type.
- D.** Measure difference in CSAT of cases with and without articles attached.

**Answer: A (LEAVE A REPLY)**

Tracking Net Promoter Scores (NPS) as part of an automated survey after case closure for every case is a KPI that can help explain the disparity between customer satisfaction and CSAT. NPS is a metric that measures how likely customers are to recommend a company or product to others, based on a scale from 0 to 10. NPS can help capture the overall loyalty and satisfaction of customers, as well as their feedback and testimonials.

NPS can be integrated with Salesforce using third-party apps or custom solutions. Verified References: :

[https://help.salesforce.com/s/articleView?id=sf.nps\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.nps_overview.htm&type=5) :

[https://help.salesforce.com/s/articleView?id=sf.nps\\_salesforce.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.nps_salesforce.htm&type=5)

#### **NEW QUESTION: 199**

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, Validate, Execute, Test
- B.** Prepare, Plan, Test, Execute, Validate
- C.** Plan, Prepare, Test, Execute, Validate
- D.** Plan, Prepare, Validate, Execute, Test

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 200**

Customer Support Agents are frustrated with how they interact with their current case management solution

and have asked for a more streamlined way to manage and view cases.

Which solution will improve productivity and allow the Agents to quickly create and view notes, log calls,

update cases, and communicate with customers?

- A.** Create Salesforce Classic Quick Action
- B.** Add a Visualforce page to the Case layout
- C.** Configure Case Feed page layouts
- D.** Configure the Case highlights panel

**Answer: C (LEAVE A REPLY)**

#### **NEW QUESTION: 201**

Universal Containers (UC) needs to invoke a process on an external system (NOT in Salesforce) whenever cases are created or updated by contact center agents. UC does NOT want to use any customized code to accomplish this.

Which solution should a Consultant recommend?

- A. Workflow-driven outbound messaging
- B. Visualforce page APEX SOAP async callout
- C. RESTful services with GET, POST, or PUT
- D. Schedule batch Apex processing job

**Answer: A (LEAVE A REPLY)**

### **NEW QUESTION: 202**

Universal Containers provides Customer Support for two separate business operations. The cases managed for each operation have different steps and fields.

Which three features could be implemented to support this? Choose 3 answers

- A. Omni-Channel
- B. Page Layouts
- C. Record Types
- D. Support Processes
- E. Article Types

**Answer: B,C,D (LEAVE A REPLY)**

Page layouts, record types, and support processes are features that can be implemented to support different case management steps and fields for two separate business operations. Page layouts control the layout and organization of fields, buttons, related lists, and other components on a record detail or edit page. Record types allow you to offer different business processes, picklist values, and page layouts to different users based on their profiles. Support processes define the picklist values for the Status field on cases for each record type.

Verified References: Service Cloud Consultant Certification Guide & Tips, Page Layouts Overview, Record Types Overview, Support Processes Overview

### **NEW QUESTION: 203**

Service agents at Cloud Kicks report spending a lot of time on similar cases, such as reset password requests.

Agents will typically select an email template with password reset instructions, send an email to the customer, and update the case status to 'Responded'.

What is the recommended feature to improve productivity?

- A. Macros
- B. Quick Text
- C. Service Console

#### D. Lightning Utility Bar

**Answer: A (LEAVE A REPLY)**

Explanation

Macros are a feature that can improve productivity for service agents who spend a lot of time on similar cases, such as reset password requests. Macros are tools that allow agents to automate common or repetitive tasks on a record, such as sending an email or updating a field. Macros can help agents save time and avoid errors when working on similar cases.

Verified References: :

[https://help.salesforce.com/s/articleView?id=sf.console2\\_macros\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.console2_macros_overview.htm&type=5) :

[https://help.salesforce.com/s/articleView?id=sf.console2\\_macros\\_create.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.console2_macros_create.htm&type=5)

#### NEW QUESTION: 204

Support process: escalation queue if not responded in 2 hours within business hours until marked Urgent which requires 24/7 resolution.

- A. Validation rules on case process field
- B. Workflow rule
- C. Escalation rule to ignore business hours based on case criteria

**Answer: C (LEAVE A REPLY)**

#### NEW QUESTION: 205

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. Enable Suggested Articles.
- B. Create Article Translation.
- C. Create Synonym Groups.
- D. Add Data Category Groups.

**Answer: A (LEAVE A REPLY)**

Explanation

Suggested Articles is a feature that automatically recommends relevant knowledge articles to agents based on the case information. Agents can view the suggested articles in the case feed or the knowledge sidebar, and attach them to the case or email them to the customer. Suggested Articles can help decrease the time it takes to close cases by providing agents with quick access to the information they need to solve the customer's problem. Verified References: Service Cloud Consultant Certification Guide & Tips, Suggested Articles Overview

#### NEW QUESTION: 206

Universal Containers (UC) has created a new partner onboarding process that requires an agent to create 10 open activities that correlate to a step of the onboarding experience. UC typically adds 20 new partners a week. Creating activities is labor intensive and can take up to

20 minutes each to complete.

What is a cost-effective method for agents to create these activities?

- A. Navigate a Screen Flow.
- B. Execute a macro.
- C. Leverage Einstein Case Wrap-Up.

**Answer: A (LEAVE A REPLY)**

To efficiently create multiple activities for the new partner onboarding process at Universal Containers (UC), leveraging a Screen Flow is a cost-effective method. Screen Flows can guide agents through a series of steps, allowing them to enter necessary information and automatically generate the required activities for each onboarding step. This method streamlines the activity creation process, significantly reducing the time and effort required by agents, and ensures consistency in the onboarding experience.

#### **NEW QUESTION: 207**

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. Mass Transfer Records, change sets, and Visual Studio Code
- B. Data loader, change sets, and Force.com Excel Connector
- C. Visual Workflow, data loader, and Force.com IDE
- D. Visual Studio Code and change sets

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 208**

The support manager at Universal Containers wants to see monthly historical metrics for first-call resolution by call center.

Which analytics solution should the consultant recommend?

- A. Case report grouped by Call Center
- B. Case History report grouped by Call Center
- C. Dynamic Dashboard grouped by Call Center

**Answer: C (LEAVE A REPLY)**

A Dynamic Dashboard enables personalized data visualization for each viewer based on their Salesforce role or user specifics. For tracking first-call resolution by call center, a Dynamic Dashboard can be configured to display monthly historical metrics relevant to each call center. This approach allows the support manager to view data specific to each

call center, ensuring the metrics are accurate and tailored to the manager's needs for analysis and decision-making.

**NEW QUESTION: 209**

The Service Manager at Universal Containers manages three teams. Each team provides support for the specific product. Agents have concerns about seeing search results for other products when searching the knowledge base. The service manager originally provided the teams with full access to the articles.

Which solution will ensure each team sees only the relevant article type for their product?

- A.** Create a data category for each product and assign them to each team based on their product specialization
- B.** Create a permission set for each record type and assign them to each team based on their product specialization
- C.** Create an article action for each record type and assign them to each team based on their product specialization
- D.** Create a page layout for each article type and assign them to each team based on their product specialization

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 210**

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.** Entitlements and Milestones
- B.** Salesforce Console
- C.** Case Assignment
- D.** Case Escalation

**Answer: A (LEAVE A REPLY)**

Explanation

Entitlements and milestones are Service Cloud features that help you track and ensure service level agreements (SLAs) on customer cases. Entitlements define the levels of support that customers are eligible to receive based on their products, service contracts, or warranties. Milestones define the critical steps in your support process, such as first response time or resolution time, and track whether they are completed on time. You can use entitlement processes to automate actions when milestones are approaching, violated, or completed, such as sending email notifications, assigning cases to queues or users, or changing field values. Verified References: Service Cloud Consultant Certification Guide & Tips, Set Up and Manage Entitlements and Milestones

### NEW QUESTION: 211

Universal Containers has scheduled a major upgrade to its Customer Community next month. The community is expected to be unavailable for approximately 8 hours. The executive team is concerned about how the upgrade and associated outage will impact customers. Which three measures should the Consultant recommend to ensure transparency during the upgrade process? Choose 3 answers

- A. Communicate information about the upgrade to customers in advance.
- B. Replace the default outage page with a custom page containing upgrade information.
- C. Publish ongoing updates to the community knowledge base with details about the upgrade.
- D. Send routine status updates to customers via Chatter during the upgrade.
- E. Notify customers once the upgrade is completed and full services are restored.

**Answer: A,B,E (LEAVE A REPLY)**

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<https://www.preppdf.com/Salesforce/Service-Cloud-Consultant-prepaway-exam-dumps.html> (**200 Q&As Dumps, 40%OFF Special Discount: Exam-Tests**)

### NEW QUESTION: 212

Universal Containers analyzes key performance indicators (KPIs) and discovers that customer satisfaction is decreasing. The company attributes the decrease in customer satisfaction to a low first-call resolution rate.

What can be done to improve the first call resolution rate? Choose 2 answers.

- A. Train support agents
- B. Reduce the cost per call
- C. Hire additional support agents
- D. Align agent performance goals with KPIs

**Answer: A,D (LEAVE A REPLY)**

### NEW QUESTION: 213

Service agents at Cloud Kicks frequently encounter duplicate cases that customers in different channels created. Management would like to provide a method for service agents to combine duplicates and delete one of the cases.

Which action should a Service Cloud consultant recommend?

- A. Set a validation rule
- B. Enable Case Merge.
- C. Configuration a blocking duplicate rule
- D. Create an auto-launched flow.

**Answer: B (LEAVE A REPLY)**

Explanation

Case Merge is a native feature that allows agents to merge up to three duplicate cases into one master case, and delete the other cases. Case Merge preserves the case history, comments, attachments, and related records of all the merged cases. Case Merge can be enabled from Setup > Case Merge Settings. Verified References: :

Merge Duplicate Cases in Lightning Experience

### **NEW QUESTION: 214**

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: A,D (LEAVE A REPLY)**

These two reports are useful for demonstrating the success of self-service initiatives, as they show how many customers are able to resolve their issues without contacting an agent, and how many customers are using the Community as a channel for support. These reports can indicate a reduction in case volume and an increase in customer satisfaction.

Verified References: [Salesforce Help: Self-Service Metrics] and [Salesforce Help: Community Reports]

### **NEW QUESTION: 215**

Universal Containers wants to display a list of open cases, data from an external system, and knowledge

articles in one view in Salesforce. What should a consultant recommend to meet this requirement?

- A. Create a custom Visualforce page to display case list view, external system, and knowledge articles
- B. Configure the agent console and display the articles, case view, and external system custom object
- C. Configure the Salesforce Console for Service, add Visualforce components, and activate the Knowledge sidebar.

D. Configure the Salesforce Console for Service, integrate the external system, and enable Knowledge

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 216**

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

**Answer: A,C,E (LEAVE A REPLY)**

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