

## Salesforce.Service-Cloud-Consultant.v2023-07-29.q164

|                                                                                                                                                                                                                                                     |                                               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|
| Exam Code:                                                                                                                                                                                                                                          | Service-Cloud-Consultant                      |
| Exam Name:                                                                                                                                                                                                                                          | Salesforce Certified Service cloud consultant |
| Certification Provider:                                                                                                                                                                                                                             | Salesforce                                    |
| Free Question Number:                                                                                                                                                                                                                               | 164                                           |
| Version:                                                                                                                                                                                                                                            | v2023-07-29                                   |
| # of views:                                                                                                                                                                                                                                         | 3319                                          |
| # of Questions views:                                                                                                                                                                                                                               | 1640                                          |
| <a href="https://www.exam-tests.com/Service-Cloud-Consultant-exam/Salesforce.Service-Cloud-Consultant.v2023-07-29.q164.html">https://www.exam-tests.com/Service-Cloud-Consultant-exam/Salesforce.Service-Cloud-Consultant.v2023-07-29.q164.html</a> |                                               |

### NEW QUESTION: 1

A contact center agent wants to leverage subject matter experts (SMEs) on Chatter to resolve a complex issue for a customer. What is the recommended solution to increase the involvement of SMEs and track the case to completion in Chatter?

- A. Follow the SMEs to receive automatic updates when they add case comments
- B. @mention the SMEs on the case Chatter feed and follow the case
- C. Use hashtag (#) to track the customer case and SMEs comments
- D. Bookmark all the comments related to the issue from SMEs

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

### NEW QUESTION: 2

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. Reduce the cost per call
- B. Align agent performance goals with KPIs
- C. Train support agents
- D. Hire additional support agents

Answer: ([SHOW ANSWER](#))

### NEW QUESTION: 3

What solution should a consultant recommend while designing a plan to decrease a company's cost per call?

(Choose 2)

- A. Use integrated voice response
- B. Use suggested Knowledge articles
- C. Increase the Call-to-Order ratio
- D. Bypass entitlement verification

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

#### **NEW QUESTION: 4**

Universal Containers purchased Knowledge and would like to implement it as soon as possible. What approach should a consultant recommend?

- A. Activate Knowledge One on the case detail page.
- B. Create a Knowledge Visualforce component on the case detail page.
- C. Create a Knowledge Visualforce component within the Salesforce Console for Service.
- D. Activate Knowledge One within the Salesforce Console for Service.

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

#### **NEW QUESTION: 5**

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

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

#### **NEW QUESTION: 6**

Universal Containers runs a support operation with multiple call centers. The Support Manager wants to measure first-call resolution by call center location, agent, and calendar month.

Which reporting solution should the Consultant recommend?

- A. Create a list view report that includes fields for call center location, agent, calendar month, and first-call resolution.
- B. Create a reporting snapshot that includes fields for call center location, agent, calendar month, and first-call resolution.
- C. Create a joined report that includes fields for call center location, agent, calendar month, and first-call resolution.

**D.** Create a matrix report that includes fields for call center location, agent, calendar month, and first-call resolution.

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

#### **NEW QUESTION: 7**

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

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

#### **NEW QUESTION: 8**

Universal Containers wants to ensure the contracted service level requirements for its clients are being met. What should be configured to meet this requirement?

- A.** Entitlement processes, milestones, milestone actions, and entitlements
- B.** Entitlement processes, contracts, contract line items, and entitlements
- C.** Entitlement processes, contracts, milestones, and milestone actions
- D.** Entitlement processes, contract line items, milestones, and entitlements

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

#### **NEW QUESTION: 9**

Contact Center management must be notified whenever an Open Case has not been touched for 24 hours. Which feature should a Consultant use to meet this requirement?

- A.** Scheduled Reports
- B.** Milestone Actions
- C.** Time-based Workflow Rules
- D.** Process Builder Scheduled Actions

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

#### **NEW QUESTION: 10**

How should a Consultant provide Suggested Article functionality to Lightning Service Console users?

- A.** Add the Suggested Article widget to the Case page layout.

- B.** Create email templates with Knowledge Articles attached.
- C.** Add the Knowledge tab to the Console app.
- D.** Add the Knowledge Component to the Service Console.

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

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

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

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

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

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.** Open CT1
- C.** Embedded Chat Window
- D.** Contact Requests

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

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

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

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

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

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

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

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

Universal Containers has defined a set of steps that each Case must go through, from submission to closure. In addition, each step must be completed within a specific amount of time.

What approach should a consultant recommend to meet these requirements?

- A. Define Entitlement and Milestones.
- B. Configure Case Escalation Rules.
- C. Use Process Builder with Scheduled Actions
- D. Enable Omni-Channel Routing.

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

#### **NEW QUESTION: 16**

When Service Reps view a Case, they often need to see the Case History of other Cases for that same Account. How should a Consultant configure the Lightning Service Console to support this requirement?

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

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

**Valid Service-Cloud-Consultant Dumps** shared by BraindumpsPass.com for Helping Passing Service-Cloud-Consultant Exam! BraindumpsPass.com now offer the **newest Service-Cloud-Consultant exam dumps**, the BraindumpsPass.com Service-Cloud-Consultant exam **questions have been updated** and **answers have been corrected** get the **newest** BraindumpsPass.com Service-Cloud-Consultant dumps with Test Engine here: <https://www.braindumpsPass.com/Salesforce/Service-Cloud-Consultant-practice-exam-dumps.html> (200 Q&As Dumps, **40%OFF** Special Discount: **Exam-Tests**)

**NEW QUESTION: 17**

Universal Containers is looking for ways to provide more proactive support and to promote its brand on the internet with minimal investment. A consultant recommends installing the Social Customer Service Start Pack.

Which two features should the consultant recommend as part of the deployment?

- A. Create and assign permission sets to give agents social account access.
- B. Enable the Moderation feature to automatically create cases from posts.
- C. Select two Twitter or Facebook accounts.
- D. Retrieve Social Studio credentials.

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

**NEW QUESTION: 18**

Universal Containers would like to provide their contact center agents with a map image of their customers

location based on the Shipping Address of their Account Record. What should a consultant recommend as part of the solution?

- A. A custom tab of type URL that displays a map image of customer location
- B. A Web Service call-out that retrieves map details from the backend system
- C. A mashup integration on the Account page to a third-party mapping service
- D. An outbound message to a middleware platform to provide map details

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

**NEW QUESTION: 19**

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

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

**NEW QUESTION: 20**

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

- A. Prebuilt CTI adapters for different telephony systems are available on the Force.com AppExchange
- B. It is a server-based software program that controls the appearance and behavior of a Salesforce SoftPhone

**C.** It does NOT require a software install for each call center user on a Windows-based PC.

**D.** It is based on the Salesforce CTI Toolkit and consists of source code, libraries, and files

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

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

### **NEW QUESTION: 21**

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.** Enforce that customers must search the knowledgebase before they can see the Contact Us page.

**B.** Create a central "Contact Us" page which provides access to all available channels.

**C.** Enable customers to be emailed FAQs by accessing the interactive voice response 24 hours per day.

**D.** Optimize the customer community for mobile devices to have access to the same support as desktops.

**E.** Replace the existing "Chat Now" button on the Customer Community with a toll- free phone number.

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

### **NEW QUESTION: 22**

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.** Use Web-to-Lead to capture the credit requests and assign them to regional teams using workflow rules.

**B.** Enable the self-service portal to generate logins for the hospital staff by region.

**C.** Use cases to track the credit requests and route them to regional teams using assignment rules

**D.** Design a custom object to track credit requests and route them regionally using assignment rules

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

**NEW QUESTION: 23**

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

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

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

**NEW QUESTION: 24**

When designing a Case management solution to increase agent productivity, which Service Cloud features should you consider first? Choose 2 answers.

- A. Case assignment rules
- B. Case queues
- C. Case custom reports
- D. Case dashboards

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

**NEW QUESTION: 25**

A customer has a detailed question about product functionality. The customer would like access to expert

customer subject-matter experts, and real-time access to company IT support experts.

Which features will best

help the customer? Choose 2 answers.

- A. Mass email
- B. Communities
- C. Salesforce Chat
- D. Public groups

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

**NEW QUESTION: 26**

The Universal Container's customer support organization has implemented knowledge, knowledge centered support (KCS) in its call center. However, the call center management thinks that agents are not contributing new knowledge articles as often as they should.

What could the company do to address this situation? (choose 2)

- A. Create a dashboard for articles submitted by agents & approved for publication
- B. Measure & reward agents based on the # of new articles submitted for approval
- C. Require agents to check a box on case when submitting a new suggested article
- D. Measure & reward agents based on the # of new articles approved for publication

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

**NEW QUESTION: 27**

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

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

**NEW QUESTION: 28**

A business to consumer (B2C) company wants to decrease service costs and improve customer relationship currently, customers pay invoices and update their contact information by mailing paper payslips back to company.

What is the recommended solution to meet the requirements?

- A. Service Cloud Voice with Tele-pay
- B. Field Service with Integrated Payments
- C. Experience Cloud with Customer Account Portal template
- D. Einstein Bots with Credit Card Payments

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

**NEW QUESTION: 29**

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 case report with a custom summary formula to calculate the percentage of escalated cases
- C. Create a bucket field on a report to calculate the percentage of escalated cases
- D. Create a formula field on the case record to calculate percentage of escalated cases

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

**NEW QUESTION: 30**

A company is planning for the migration of an existing knowledge base into Salesforce Knowledge. Which set of factors should be considered in selecting which articles to migrate?

- A. Original creation date and average rating of articles
- B. Last modified date and number of recent article views

- C. Original creation date and total number of article views
- D. Last modified date and frequent search terms

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

#### **NEW QUESTION: 31**

Universal Containers implemented Salesforce Knowledge two months ago. Now, the Help Desk manager wants to know if the agents are properly leveraging the new knowledge base. What metric can the manager use to measure the adoption of Knowledge? Choose 2 answers.

- A. Create a report that display the # of articles searched during the past 2 months
- B. Report displays # of articles associated to data categories during past 2 months
- C. Report that displays # of new articles created during the past 2 months
- D. Report that displays # of cases with articles attached during the past 2 months

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

**Valid Service-Cloud-Consultant Dumps** shared by BraindumpsPass.com for Helping Passing Service-Cloud-Consultant Exam! BraindumpsPass.com now offer the **newest Service-Cloud-Consultant exam dumps**, the BraindumpsPass.com Service-Cloud-Consultant exam **questions have been updated** and **answers have been corrected** get the **newest** BraindumpsPass.com Service-Cloud-Consultant dumps with Test Engine here: <https://www.braindumpsPASS.com/Salesforce/Service-Cloud-Consultant-practice-exam-dumps.html> (200 Q&As Dumps, **40%OFF Special Discount: Exam-Tests**)

#### **NEW QUESTION: 32**

The project manager on a Service Cloud implementation is responsible for coordinating user acceptance testing (UAT) for a customer. Which tasks should be completed prior to UAT? (Choose 2)

- A. Approval of test scripts from the business lead
- B. Fund customer approval on training materials
- C. Verification that sample data has been loaded
- D. Verification of the production migration checklist

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

#### **NEW QUESTION: 33**

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 a workflow rule to send an email to the product manager
- D. Use Chatter case feed and case teams to monitor cases

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

#### **NEW QUESTION: 34**

Which method can be used to route social media inquiries with Salesforce using Salesforce for Twitter and Facebook?

- A. Enable social profile and add assignment rules to the case object
- B. Use Twitter-to-Case and add workflow rules to the case object
- C. Use the routing queues provided with Salesforce for Twitter and Facebook
- D. Enable social profile and add workflow rules to the contact object

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

#### **NEW QUESTION: 35**

Universal Containers 'IT policy prevents third-party software from being installed on employee computers.

However, the VP of Service has asked that cases be automatically created from customer emails.

What solution should a consultant recommend?

- A. Email-to-Case
- B. On-Demand Email-to-Case
- C. web-to-Case
- D. An AppExchange package

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

#### **NEW QUESTION: 36**

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. Case Escalation
- C. Case Assignment
- D. Salesforce Console

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

#### **NEW QUESTION: 37**

Universal Containers wants to deploy the Service Cloud to its contact centers located across North America, Europe, and Asia. The company wants standardized contact center processes and reporting implemented in its centers worldwide.

Which approach should a consultant recommend in this scenario?

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

**B.** Recommend utilizing out-of-the-box functionality to reduce cost and ensure one worldwide process and reporting.

**C.** Recommend that the VP of Worldwide Support design a global template to provide a clear vision and standardization.

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

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

#### **NEW QUESTION: 38**

Universal Containers has implemented Salesforce Knowledge and the Service Manager wants to encourage agents to use Knowledge Base. Which metric should the Service Manager monitor? (Choose 1 answer)

**A.** Number of customer ratings

**B.** Number of article votes

**C.** Number of archived articles

**D.** Number of approved articles

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

#### **NEW QUESTION: 39**

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

**A.** On a utility bar of the Lightning App

**B.** On the Calendar right hand panel

**C.** On a record Activity Feed list

**D.** On a record Highlights Panel

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

#### **NEW QUESTION: 40**

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. Customer Chatter groups
- C. On-Demand Email-to-Case
- D. Web-to-Case

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

#### **NEW QUESTION: 41**

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

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

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

A manager has noticed an increase in average case age. This is negatively impacting customer satisfaction.

The manager wants to compare the amount of time that cases have spent within each status during their lifecycle.

Which reporting solution should be recommended?

- A. Create a report using the Case Age report type.
- B. Create a report using the Case Historical Trending report type.
- C. Create a report using the Case Lifecycle report type.
- D. Create a report using the Case Snapshot report type.

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

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

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 the Knowledge tab to the Service Console.
- B. Add the Knowledge Component to the Case record page.
- C. Add the Knowledge related list to the Case record page.
- D. Add Knowledge Data Categories to each Case.

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

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

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

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

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

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. The Social Feed
- B. A Custom Component
- C. The Case Feed
- D. A Twitter Macro

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

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

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

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

**Valid Service-Cloud-Consultant Dumps** shared by BraindumpsPass.com for Helping Passing Service-Cloud-Consultant Exam! BraindumpsPass.com now offer the **newest Service-Cloud-Consultant exam dumps**, the BraindumpsPass.com Service-Cloud-Consultant exam **questions have been updated** and **answers have been corrected** get the **newest** BraindumpsPass.com Service-Cloud-Consultant dumps with Test Engine here: <https://www.braindumpsPASS.com/Salesforce/Service-Cloud-Consultant->

**NEW QUESTION: 47**

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

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

**NEW QUESTION: 48**

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.** Standardize all rows to match Salesforce data types.
- B.** Import the records and create a workflow rule to change the data type.
- C.** Deduplicate the data before importing into Salesforce,
- D.** Import the records and use Duplicate Management.
- E.** Install the Data Quality Analysis Dashboards from the AppExchange.

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

**NEW QUESTION: 49**

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. Insert a reference Thread ID in the email subject template
- C. Use Omni-Channel to automatically route inbound email
- D. Convert to an On-Demand Email-to-Case setup

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

#### **NEW QUESTION: 50**

Which application will allow a client to enable Ideas on a public website?

- A. Sites
- B. Self-service portal
- C. Customer portal
- D. Partner portal

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

#### **NEW QUESTION: 51**

UC's 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 20MB per inquiry

Over 10,000 inquiries per day

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

#### **NEW QUESTION: 52**

Universal Containers Call Center Agents have limited visibility to customer support levels, resulting in inconsistent response times and lengthened resolution times. Which two recommendations should a Consultant recommend to improve the agent experience and reduce response and resolution times? Choose 2 answers

- A. Add the Entitlements related list to the Account Page Layout.
- B. Create a Report of all active Entitlements grouped by Customers.
- C. Configure Success, Warning, and Violation Actions for Milestones.
- D. Configure Assignment Rules based on Case Priority.

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

#### **NEW QUESTION: 53**

What are three considerations when adding a report chart to a Console Component?

Choose 3 answers

- A. The report is a Summary or Matrix report.

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

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

#### **NEW QUESTION: 54**

Universal Containers wants to be able to assign Cases based on the same criteria they use for Live Agent

chats. Which feature should a Consultant recommend?

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

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

#### **NEW QUESTION: 55**

Universal Containers customers are encouraged to submit web cases when they find errors or omissions in

product documentation. The information is captured on a case with the "Errata" record type. The Technical

Writing Manager would like to send an email to the customer that includes details of the correction process.

What should a consultant recommend to meet this requirement?

- A. Create an assignment rule that sends an email to the case contact when a case with the "Errata" record type is created
- B. Create an Apex trigger that sends an email to the case contact when a case with the "Errata" record type is created
- C. Create an auto-response rule that sends an email to the case contact when a case with the "Errata" record type is created
- D. Create a workflow rule and email alert action that sends an email to the case contact when a case with the "Errata" record type is created

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

#### **NEW QUESTION: 56**

Universal Containers 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. Implement Salesforce Knowledge on a portal.
- C. Leverage Live Agent for web-based chat.
- D. Implement Salesforce Console for Service to support agents.

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

#### **NEW QUESTION: 57**

What can universal containers do to reduce costs and immediately improve contact center agent productivity

choose 2

- A. Offer supports through Facebook and twitter.
- B. Implement team productivity dashboards.
- C. Enable templates for written responses.
- D. Streamline the agent interface.

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

#### **NEW QUESTION: 58**

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

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

#### **NEW QUESTION: 59**

Universal Containers' contact center manager needs to measure the following metrics:

\* Agent productivity

\* Customer satisfaction

Which report should a consultant recommend? (Choose 2)

- A. First contact resolution
- B. Average handle time
- C. Average speed to answer
- D. Escalation rate

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

### NEW QUESTION: 60

Service Console users work on dozen of cases at one time, and often need to update a case they worked on earlier in the day.

What configuration should a consultant recommend?

- A. Use a second Console session.
- B. Keep all open in tabs.
- C. Define a custom List View.
- D. Add History to the Utility bar.

Answer: ([SHOW ANSWER](#))

### NEW QUESTION: 61

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

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

**Valid Service-Cloud-Consultant Dumps** shared by BraindumpsPass.com for Helping Passing Service-Cloud-Consultant Exam! BraindumpsPass.com now offer the **newest Service-Cloud-Consultant exam dumps**, the BraindumpsPass.com Service-Cloud-Consultant exam **questions have been updated** and **answers have been corrected** get the **newest** BraindumpsPass.com Service-Cloud-Consultant dumps with Test Engine here: <https://www.braindumpsPass.com/Salesforce/Service-Cloud-Consultant-practice-exam-dumps.html> (200 Q&As Dumps, **40%OFF Special Discount: Exam-Tests**)

### NEW QUESTION: 62

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

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

#### **NEW QUESTION: 63**

Universal Containers will be launching a telesales contact center. What should be considered in the design? Choose 2 answers.

- A. Performance for high volume of interactions
- B. Integration with Field service teams and apps
- C. Integration with Lead Generation team and apps
- D. Strategies to maximize call deflection

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

#### **NEW QUESTION: 64**

A company wants to publish knowledge articles to its customer community. The articles should be organized for easy navigation by community members.

What should a consultant recommend?

- A. Define topics for each knowledge article.
- B. Define article types with public sharing settings.
- C. Define a custom field to identify the subject.
- D. Define data categories with custom visibility.

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

#### **NEW QUESTION: 65**

UC is creating an inbound customer support contact center to handle questions about using its products. What

should be considered when designing the contact center?

- A. Automatic call distributor and interactive voice response
- B. Agent skill-based routing and predictive dialer
- C. Average handling time and first call resolution time
- D. Workforce management and customer satisfaction score

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

#### **NEW QUESTION: 66**

Universal Containers wants to monitor customers' social media reactions and opinions. Agents also want to see recent cases that the customer as logged.

What feature should a consultant recommend to meet this requirement?

- A. AppExchange solution

- B.** Custom Lightning Component
- C.** Social Conversation Component
- D.** Omni-Channel

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

#### **NEW QUESTION: 67**

To manage the publishing lifecycle for articles in Salesforce Knowledge, the contact center director wants to provide article with various publishing capabilities. What configuration should be recommended to meet this objective?

- A.** Assign article managers to public groups and specific publication states to each group.
- B.** Assign article managers to publication teams and specific article actions to each team.
- C.** Assign article managers to public groups and specific article actions to each group.
- D.** Assign article managers to publication teams and specific publication states to each team.

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

#### **NEW QUESTION: 68**

Universal Containers (UC) is developing a strategy for supporting customers on social media sites. UC's requirements include the ability to:

- \* Monitor Facebook fan page for new posts and comments from customers

- \* Link new posts and comments to an existing customer record
- \* Respond to posts from the existing Salesforce Console for Service
- \* Create and link social personas to contacts

What should a consultant recommend to meet these requirements?

- A.** Create a Lightning Platform app for Facebook monitoring.
- B.** Enable Salesforce social profile on contacts.
- C.** Integrate Facebook to its existing Customer Community.
- D.** Enable Social Customer Service.

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

#### **NEW QUESTION: 69**

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.** 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.
- B.** Convert any articles containing HTML into plain text before importing because HTML is NOT supported in any article field types.
- C.** 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.

**D.** Ensure that each existing article type has a corresponding Salesforce Knowledge article type that matches its structure and content.

**Answer:** (SHOW ANSWER)

#### **NEW QUESTION: 70**

Universal Containers recently rolled out a Salesforce knowledge implementation; however, users are finding unreliable and unrelated Knowledge Articles displayed in the Knowledge One widget in the Salesforce Console. Which two actions should a Consultant recommend to address the lack of quality checking? Choose

2 answers

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

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

#### **NEW QUESTION: 71**

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.** Implement Field Service Lightning.
- C.** Configure Visual Flows on Salesforce mobile.
- D.** Integrate with an enterprise resource planning system.

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

#### **NEW QUESTION: 72**

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

Which two solutions should a Consultant recommend to correct this problem? Choose 2 answers

- A.** Use a data tool to update the owner field on closed cases.
- B.** Create a Process Builder and Flow to change the owner on closed cases.
- C.** Create a case assignment rule to ensure cases are owned by a user when closed.
- D.** Create a case validation rule to ensure cases are owned by a user when closed.

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

#### **NEW QUESTION: 73**

Universal Containers (UC) is currently live with Sales Cloud and in the process of implementing Service

Cloud. UC wants to create a sandbox to test its Service Cloud implementation with real Sales Cloud data.

Which three Sandbox types can be used to accomplish this?

- A. Administrator Sandbox
- B. Partial Copy Sandbox
- C. Developer Pro Sandbox
- D. Full Sandbox

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

#### **NEW QUESTION: 74**

A manager would like information on the knowledge base searches conducted by customers and call center agents. Which two metrics are useful for identifying knowledge article effectiveness?

Choose 2 answers

- A. Knowledge search query with no results.
- B. Number of knowledge articles in each data category.
- C. Knowledge articles created by call center agents.
- D. Knowledge articles with the lowest rating.

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

#### **NEW QUESTION: 75**

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

#### **NEW QUESTION: 76**

The VP of Service at Universal Containers is looking for ways to reduce contact center costs.

Which two metrics should the Consultant recommend?

Choose 2 answers

- A. Service-Level Agreements
- B. First Call Resolution
- C. Average Handle Time
- D. Time to Answer

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

**Valid Service-Cloud-Consultant Dumps** shared by BraindumpsPass.com for Helping Passing Service-Cloud-Consultant Exam! BraindumpsPass.com now offer the **newest Service-Cloud-Consultant exam dumps**, the BraindumpsPass.com Service-Cloud-Consultant exam **questions have been updated** and **answers have been corrected** get the **newest** BraindumpsPass.com Service-Cloud-Consultant dumps with Test Engine here: <https://www.braindumpsPass.com/Salesforce/Service-Cloud-Consultant-practice-exam-dumps.html> (200 Q&As Dumps, **40%OFF Special Discount: Exam-Tests**)

#### NEW QUESTION: 77

What are three best practices that should be used when deploying Salesforce functionality to production? Choose 3 answers

- A. Plan and communicate the deployment to all users of the organization in advance.
- B. Migrate a test deployment to a staging environment for a smoother real-life experience.
- 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. Ensure that at least 60% of the code is covered by unit tests before deploying to production.

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

#### NEW QUESTION: 78

The Support Manager at Universal Containers wants to improve visibility to cases across the organization and has decided that Product Managers should be more involved in the case management process. The Support Manager has created predefined case teams for each product and trained Support Agents to add the appropriate case team to each case. Which two solutions will allow Product Managers to quickly see and review the cases that are created for their products? Choose 2 answers

- A. Create a case report that displays all created or updated cases.
- B. Create a case list view that is filtered by My Case Teams.
- C. Create an email alert notification for Case Teams.
- D. Create a case queue for all created or updated cases.

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

#### NEW QUESTION: 79

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

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

#### **NEW QUESTION: 80**

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. Configure Case Escalation Rules.
- B. Define Case Auto-Response Rules.
- C. Create a Process Builder with Scheduled Actions.
- D. Establish Case Assignment Rules.

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

#### **NEW QUESTION: 81**

Universal Containers wants to provide a more consistent service experience to its customers and is evaluating the Service Cloud macro feature.

Which three configurations must be made? Choose 3 answers

- A. The Run Macros Action must be on the page layout.
- B. The Macros widget or utility must be added to the console.
- C. Users must use Lightning Experience.
- D. The Run Macros Permission must be granted to users.
- E. Publisher Actions used in the macros must be on the page layout.

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

#### **NEW QUESTION: 82**

Universal Containers has implemented Service Cloud in its call center and wants to integrate it with its existing telephony system. All members of staff use a standard build for desktop computers and the IT department has indicated that they are unable to produce a custom desktop build for the call center staff. Which solution should a consultant recommend?

- A. Move to a cloud -based telephony system.
- B. Build an adapter using the telephony vendor's toolkit.
- C. Implement an adapter using the Telephony API.
- D. Implement an adapter built on Open CTI.

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

#### **NEW QUESTION: 83**

A team of publishers has created and published articles in Salesforce Knowledge. The manager of the help desk wants to verify that the articles are useful to agents. Which reports can the help desk manager use to determine the quality of the articles? (Choose 2)

- A. Report on the articles attached in cases.
- B. Report on articles followed in Chatter.
- C. Report on agent ratings on articles
- D. Report on agent feedback on articles

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

#### **NEW QUESTION: 84**

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. Reduce the cost per call
- B. Hire additional support agents
- C. Train support agents
- D. Align agent performance goals with KPIs

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

#### **NEW QUESTION: 85**

Universal Containers is planning to provide different levels of support to customers in order to ensure its Agents are working within the confines of the Service Level Agreement.

Which feature should the Consultant consider?

- A. Case Milestones
- B. Omni-Channel
- C. Entitlements
- D. Case Escalation

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

#### **NEW QUESTION: 86**

universal Containers (UC) hired agents in an expansion of the contact center. Getting agents up to speed and fully productive is a priority. UC implemented a standardized agent customer dialog to assist agents.

Which two features should a consultant integrate of the Service Console?

Choose 2 answers

- A. Lightning Process Builder
- B. Path for Cases
- C. Interaction Log
- D. Lightning Flow for service

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

**NEW QUESTION: 87**

Universal Containers Executives want to see contact center metrics from each of its different geographic regions. How should a Consultant support this requirement?

- A. Create a Dashboard for each Region.
- B. Create a Dashboard for each Case Team.
- C. Create a single Dashboard with a Region filter.
- D. Create a single Dashboard with a Case Team filter.

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

**NEW QUESTION: 88**

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 files related list on each article to add files to your articles.
- C. Use the lightning knowledge migration tool and choose "include files".
- D. Post the files to the chatter feed on each article.

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

**NEW QUESTION: 89**

Universal containers is in the process of setting up a business-to-business (b2b) portal. The company needs to give customers access to service level agreements (SLA) via the portal. Which solution is recommended to accomplish this requirement?

- A. Assets
- B. Service contracts
- C. Cases
- D. Milestones

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

**NEW QUESTION: 90**

From any queue list view, users can take ownership of one or more cases if: (Choose 3 answers)

- A. All of the above
- B. They are higher in the Role Hierarchy than a Queue Member
- C. They have a Contact Manager Profile
- D. They are members of that Queue
- E. If the OWD for sharing cases is Public Read/Write/Transfer

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

**NEW QUESTION: 91**

A company has created a new onboarding process. An Agent must create ten open activities that align to a step of this onboarding experience. Creating these activities can take up to 20 minutes each to complete.

What should the Agent recommend to minimize costs?

- A.** Provide a macro that will automatically create the activities when executed.
- B.** Assign a single agent to create the activities on all new onboarding cases.
- C.** Add an object-specific custom quick action to create new activities.
- D.** Hire a certified developer to write an apex trigger that creates each new activity.

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

**Valid Service-Cloud-Consultant Dumps** shared by BraindumpsPass.com for Helping Passing Service-Cloud-Consultant Exam! BraindumpsPass.com now offer the **newest Service-Cloud-Consultant exam dumps**, the BraindumpsPass.com Service-Cloud-Consultant exam **questions have been updated** and **answers have been corrected** get the **newest** BraindumpsPass.com Service-Cloud-Consultant dumps with Test Engine here: <https://www.braindumpsPass.com/Salesforce/Service-Cloud-Consultant-practice-exam-dumps.html> (200 Q&As Dumps, **40%OFF** Special Discount: **Exam-Tests**)

**NEW QUESTION: 92**

What metrics should a contact center manager consider to measure adoption of Salesforce Knowledge? (Choose 2)

- A.** Number of articles attached to a case
- B.** Number of solutions created by agent
- C.** Number of cases escalated by agent
- D.** Number of articles created by agent

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

**NEW QUESTION: 93**

Universal Containers allows Agents to work remotely using a company -provided laptop, but does NOT control the quality of their internet service. Agents must be able to use live agent functionality remotely. Which two options should a Consultant recommend to ensure Agents can efficiently use this functionality? Choose 2 answers

- A.** Add additional components to the Lightning console.
- B.** Coach users on minimizing open console tabs.

- C. Ensure each laptop has a modern browser installed.
- D. Allow the user to log into Live Agent from multiple browsers.

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

#### **NEW QUESTION: 94**

Universal Containers knows it will be adding new Cases at a rate of 4-6 million per year and wants to maintain performance over time. Which two recommended techniques should be utilized? Choose 2 answers

- A. Optimize queries to reduce the scope of Cases included with each search.
- B. Create a data retention plan that archives or purges Cases at regular intervals.
- C. Write an Apex trigger that deletes one case each time a new case is created.
- D. Ask contact center managers to review data each quarter to possibly delete.

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

#### **NEW QUESTION: 95**

Universal Containers is using the Lightning Service Console for managing cases and wants to add a softphone to enable click-to-call capability.

Which three configurations are needed for the softphone to work in Salesforce? Choose 3 answers

- A. Install an adapter from AppExchange to work with third-party on systems.
- B. Create a softphone layout and assign to user profiles.
- C. Assign the Salesforce CTI license to Salesforce users.
- D. Enable Live Agent in their community to chat with an agent.
- E. Assign the correct Salesforce users to the Call Center.

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

#### **NEW QUESTION: 96**

Universal Containers requires that a case is logged for every incoming support call. Each case could require an associated Return Materials Authorization (RMA) and/or Field Service Request (FSR). The original case

CANNOT be closed until all RMAs and FSRs are closed. Universal Containers is considering whether RMAs

and FSRs should be stored on a child case or on a related custom object. What should Universal Containers

consider when designing the solution? Choose 3 answers

- A. Relationship to the primary contact
- B. RMA and FSR escalation requirements
- C. Average incoming case volume
- D. Visibility and access to the RMA and FSR records
- E. Case closure rules on the original case

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

**NEW QUESTION: 97**

When designing a Case management solution to increase agent productivity, which Service Cloud features should you consider first? Choose 2 answers.

- A. Case queues
- B. Case assignment rules
- C. Case custom reports
- D. Case dashboards

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

**NEW QUESTION: 98**

Universal Containers has implemented Salesforce Service Cloud with the goal of reducing the number of escalated cases for contact center. What metric should a contact center manager use to analyze this?

- A. Percent of cases closed meeting the defined SLA
- B. Percent of cases closed with an attached article
- C. Percent of cases closed with chatter posts
- D. Percent of cases closed on first contact

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

**NEW QUESTION: 99**

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

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

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

**NEW QUESTION: 100**

Universal Containers is trying to reduce the amount of time support agents spend creating cases. The new method for 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. Standard Email-to-Case
- B. Omni-Channel routing
- C. Web-to-Case forms

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

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

**NEW QUESTION: 101**

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. On Demand Email to Case**

**C. Web to Case**

**D. Community**

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

**NEW QUESTION: 102**

UC must provide contact center agents with access to a customer's payment history if the call concerns a billing problem. The following considerations need to be taken into account: Billing problems account for less than 5% of the calls. Billing data is stored in an external system containing over 20 million records. Agents do not want to maintain separate login sessions for Salesforce and the billing system. What solution should a consultant recommend?

**A. Create a Visualforce page that retrieves payment information via a Web Service call-out**

**B. Create a custom tab of type URL that displays a search page from the billing system**

**C. Import payment data into Salesforce and add to the contact page layout related list**

**D. Create a custom web service to handle invoice inserts and updates from the billing system**

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

**NEW QUESTION: 103**

A company has created a new onboarding process. An Agent must create ten open activities that align to a step of this onboarding experience. Creating these activities can take up to 20 minutes each to complete.

What should the Agent recommend to minimize costs?

**A. Add an object-specific custom quick action to create new activities.**

**B. Provide a macro that will automatically create the activities when executed.**

**C. Hire a certified developer to write an apex trigger that creates each new activity.**

**D. Assign a single agent to create the activities on all new onboarding cases.**

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

**NEW QUESTION: 104**

Universal Containers wants to let its customers interact real time with support agents from their computers and mobile devices. What feature should a consultant recommend to meet this requirement?

- A. Web-to-CaM
- B. Case Assignment Rules
- C. Embedded Chat Service
- D. Experience Cloud site

**Answer:** (SHOW ANSWER)

#### NEW QUESTION: 105

Which two capabilities of Lightning Knowledge ensure accurate content in Articles?  
Choose 2 answers

- A. Data Category to assign an article record type to a Reviewer.
- B. Approval Process that assigns an Article to a Reviewer Queue.
- C. Validation Rules for article record types to verify all fields during creation.
- D. Knowledge Action to Publish an Article once the Article is approved.

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

#### NEW QUESTION: 106

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

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

**Valid Service-Cloud-Consultant Dumps** shared by BraindumpsPass.com for Helping Passing Service-Cloud-Consultant Exam! BraindumpsPass.com now offer the **newest Service-Cloud-Consultant exam dumps**, the BraindumpsPass.com Service-Cloud-Consultant exam **questions have been updated** and **answers have been corrected** get the **newest** BraindumpsPass.com Service-Cloud-Consultant dumps with Test Engine here: <https://www.braindumpsPass.com/Salesforce/Service-Cloud-Consultant-practice-exam-dumps.html> (200 Q&As Dumps, **40%OFF** Special Discount: **Exam-Tests**)

#### NEW QUESTION: 107

Cloud Kicks (CK) has recently started using Entitlements within its support process. However, CK has found many cases with inaccurate data. As many Entitlements are similarly named, service agents are selecting Entitlements that are not associated with the Account assigned on the Case.

What is the recommended method to meet the requirements?

- A. Cross-Object Formula
- B. Auto-Add Milestones
- C. Approval Process
- D. Lookup Filter

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

#### **NEW QUESTION: 108**

Cloud Kicks (CK) recently implemented Knowledge Centered Support to improve the expertise of its agents.

The pilot focused on creating articles for the most common support topics. After the pilot, customer satisfaction has improved and average call time has decreased. To continue improving KPIs, CK wants to know where to focus its efforts next.

Which Knowledge dashboard should a consultant use?

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

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

#### **NEW QUESTION: 109**

Universal Containers is using the Lightning Service Console for managing cases and wants to add a softphone to enable click-to-call capability.

Which three configurations are needed for the softphone to work in Salesforce? Choose 3 answers

- A. Install an adapter from AppExchange to work with third-party CTI systems.
- B. Enable Live Agent in their community to chat with an agent.
- C. Assign the Salesforce CTI license to Salesforce users.
- D. Create a softphone layout and assign to user profiles.
- E. Assign the correct Salesforce users to the Call Center.

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

#### **NEW QUESTION: 110**

Universal Containers wants to be able to assign Cases based on the same criteria they use for Live Agent chats. Which feature should a Consultant recommend?

- A. Omni-channel Skills-based routing
- B. Live Agent Queue-based routing

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

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

#### **NEW QUESTION: 111**

A service manager has just configured chat at a company site. Now, the agents cannot see the chat footer components in the console.

Which configuration option should be verified?

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

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

#### **NEW QUESTION: 112**

Universal Containers has an active presence on Twitter and Facebook. Customers' requests from these social media channels should be responded to by support agents.

What should a consultant recommend to meet this requirement?

- A. Social Media Marketing message tagging.
- B. Einstein Bot social queues.
- C. Social Customer Service for Twitter and Facebook.
- D. Social Persona for Twitter and Facebook.

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

#### **NEW QUESTION: 113**

A consultant needs to import 2,000 source articles for a Salesforce Knowledge implementation. The source

articles are in HTML and contain several images. All of the articles are FAQs.

Before importing the articles into Knowledge, which step should a consultant perform?

(Choose 3)

- A. Create the data categories and set up the data category values.
- B. Set the publication status of the article type to draft status
- C. Create the custom fields for the article type
- D. Set up a zip file that contains the CSV, HTML, and image files.
- E. Set up the article actions and assign publishers to each action

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

#### **NEW QUESTION: 114**

Universal Containers plans to migrate data into SFDC from a legacy system. Which step should be taken

before performing the migration of the data (Choose 2)?

- A. Perform data cleaning
- B. Develop data map
- C. Normalize database
- D. Enable data validation rules

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

#### **NEW QUESTION: 115**

Which two capabilities of Lightning Knowledge ensure accurate content in Articles?

Choose 2 answers

- A. Approval Process that assigns an Article to a Reviewer Queue.
- B. Data Category to assign an article record type to a Reviewer.
- C. Validation Rules for article record types to verify all fields during creation.
- D. Knowledge Action to Publish an Article once the Article is approved.

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

#### **NEW QUESTION: 116**

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

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

#### **NEW QUESTION: 117**

What metrics should a contact center manager consider to measure adoption of Salesforce Knowledge?

(Choose 2)

- A. Number of articles attached to a case
- B. Number of cases escalated by agent
- C. Number of articles created by agent
- D. Number of solutions created by agent

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

#### **NEW QUESTION: 118**

Milestones can be added to which three object types?

Choose 3 Answers

- A. Work order
- B. Account
- C. Entitlement
- D. Case
- E. Service

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

#### **NEW QUESTION: 119**

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

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

#### **NEW QUESTION: 120**

The contact center at universal containers wants to increase its profit margins by promoting call deflection with service cloud.

Which two solutions should a consultant recommend?

Choose 2 answers

- A. Knowledge base
- B. Automatic call distribution
- C. Customer community
- D. Service cloud console

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

#### **NEW QUESTION: 121**

When support agents are working on a case, the support manager at universal containers wants the agents to see the case number, case subject, and case description in the case highlights panel.

How can a Consultant implement the functionality with configuration?

- A. Remove these fields from the page layout and add the components to the highlights panel.
- B. Remove these fields from the page layout and add the fields to the highlights panel
- C. Add the fields to the page layout and add the fields to the highlights panel.
- D. Add these fields to the page layout and add the components to the highlights panel

Answer: ([SHOW ANSWER](#))

**Valid Service-Cloud-Consultant Dumps** shared by BraindumpsPass.com for Helping Passing Service-Cloud-Consultant Exam! BraindumpsPass.com now offer the **newest Service-Cloud-Consultant exam dumps**, the BraindumpsPass.com Service-Cloud-Consultant exam **questions have been updated** and **answers have been corrected** get the **newest** BraindumpsPass.com Service-Cloud-Consultant dumps with Test Engine here: <https://www.braindumpsPass.com/Salesforce/Service-Cloud-Consultant-practice-exam-dumps.html> (200 Q&As Dumps, **40%OFF Special Discount: Exam-Tests**)

#### NEW QUESTION: 122

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 workflow email alert to send the article to the customer.
- C. Create a macro to send an email with the article to the customer.
- D. Create a Lightning email template to send the article to the customer.

Answer: ([SHOW ANSWER](#))

#### NEW QUESTION: 123

Universal Containers needs to provide contact center agents with access to a customer's payment history if the call concerns a billing problem. The following considerations need to be taken into account:

- \* Billing problems account for less than 5% of calls.
- \* Billing data is stored in an external system containing over 20 million records.
- \* Agents do not want to maintain separate login sessions for Salesforce and the billing system.

Which two solutions should a consultant recommend? Choose 2 answers

- A. Create a Visualforce page that retrieves payment information via a Web Service call-out.
- B. Import payment data into Salesforce and add to the contact page layout as a related list.
- C. Use Lightning Connect to connect and access data in real-time from the billing system.
- D. Create a custom tab of type URL that displays a search page from the billing system.

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

#### NEW QUESTION: 124

Customer support agents want the ability to view customer related information along with case information on all cases except product related cases. For product related cases, the agents want to view product information alongside case information.

How should the console be configured to satisfy this requirement?

- A.** Train users to scroll through the case page layout to look for product related information or customer-related information based on case type
- B.** Create separate record types and page layouts for product - related and other cases and configure console components to show customer - or product related information. Assign record type based on case type
- C.** Configure both customer information and product related information under console components in the case page layout. Hide the product related information if the cases are NOT product related.
- D.** Configure two consoles for agents: one for product related cases and for other cases. Allow agents to choose the console based on case type.

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

#### **NEW QUESTION: 125**

One business unit at Universal Containers has been using Service Cloud for several years. While migrating another business unit to the platform, a System Administrator incorrectly imported 200,000 case records, which created significant data corruption of existing records. The most recent data backup available is more than 90 days old. Which option should the Consultant recommend?

- A.** Log a Data Recovery case with Salesforce Support.
- B.** Use Data Loader to delete the corrupt data.
- C.** Restore the data using the available backup.
- D.** Manually update the corrupt data to correct it.

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

#### **NEW QUESTION: 126**

Universal Containers wants to allow customers to ability to submit cases and also to see a dashboard of case resolution history.

Which type of Community license should be used to meet these requirements?

- A.** Customer Community Plus
- B.** High Volume Customer Portal

- C. Customer Community
- D. Lightning External Apps Starter

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

#### **NEW QUESTION: 127**

The Universal Container's customer support organization has implemented knowledge, knowledge centered support (KCS) in its call center. However, the call center management thinks that agents are not contributing new knowledge articles as often as they should. What could the company do to address this situation? (choose 2)

- A. Create a dashboard for articles submitted by agents & approved for publication
- B. Measure & reward agents based on the # of new articles submitted for approval
- C. Require agents to check a box on case when submitting a new suggested article
- D. Measure & reward agents based on the # of new articles approved for publication

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

#### **NEW QUESTION: 128**

Universal Containers is launching a full line of new products and Service Cloud should support the following requirements:

- \* Agents need to collaborate with other teams.
- \* The product development team needs to be alerted on high-priority cases for specific products.

Which solution will meet these requirements?

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

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

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

Universal Containers wants to track customer satisfaction (CSAT). Which solution will automate the process

for support agents to survey customers when cases are closed?

- A. Utilize an AppExchange package to handle customer surveys
- B. Enable the case survey object for the customer portal
- C. Create a validation rule for case survey email templates
- D. Modify the user interface settings for the case survey sidebar

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

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

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

How should a consultant correct this problem?

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

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

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

How is the hash mark (e.g., #salesforce) used in chatter?

- A. Links the Chatter message to Twitter
- B. Indicates a clickable URL hyperlink
- C. Ties the Chatter message to a topic
- D. Indicates the name of a group in which to place the Chatter message

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

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

The Universal Containers Contact Center has Customer Support Agents who speak Spanish and wants all cases where Spanish is the preferred language to be handled by these agents in real time. Universal Containers allows customers to contact agents through phone and chat.; Which solution should be implemented to support this?

- A. Case Assignment Rules
- B. Omni -Channel
- C. Visual Workflow
- D. Case Auto -Response Rules

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

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

The lifecycle of a Knowledge article consists of five stages.  
In which order does an article proceed through these stages?

- A. Create, consume, feedback, approve, publish
- B. Create, feedback, publish, approve, consume
- C. Create, publish, feedback, approve, consume
- D. Create, approve, publish, consume, feedback

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

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

A contact center agent wants to leverage subject matter experts (SMEs) on Chatter to resolve a complex issue for a customer. What is the recommended solution to increase the involvement of SMEs and track the case to completion in Chatter?

- A. @mention the SMEs on the case Chatter feed and follow the case
- B. Bookmark all the comments related to the issue from SMEs
- C. Follow the SMEs to receive automatic updates when they add case comments
- D. Use hashtag (#) to track the customer case and SMEs comments

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

#### **NEW QUESTION: 135**

A customer utilizes a high-volume Service Cloud portal for its Web customer support and is interested in deploying a chat solution.

What should be the first step in configuration and customization?

- A. Enable Live Agent for the organization
- B. Enable Chatter Messenger for the organization
- C. Create user profiles or permission sets
- D. Create an iframe to display the chat window

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

#### **NEW QUESTION: 136**

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

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

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

**Valid Service-Cloud-Consultant Dumps** shared by BraindumpsPass.com for Helping Passing Service-Cloud-Consultant Exam! BraindumpsPass.com now offer the **newest Service-Cloud-Consultant exam dumps**, the BraindumpsPass.com Service-Cloud-Consultant exam **questions have been updated** and **answers have been corrected** get the **newest** BraindumpsPass.com Service-Cloud-Consultant dumps with Test Engine here: <https://www.braindumpsPass.com/Salesforce/Service-Cloud-Consultant-practice-exam-dumps.html> (200 Q&As Dumps, **40%OFF Special Discount: Exam-Tests**)

**NEW QUESTION: 137**

The Universal Container's customer support organization has implemented knowledge, knowledge centered support (KCS) in its call center. However, the call center management thinks that agents are not contributing new knowledge articles as often as they should. What could the company do to address this situation? (choose 2)

- A. Create a dashboard for articles submitted by agents & approved for publication
- B. Measure & reward agents based on the # of new articles submitted for approval
- C. Require agents to check a box on case when submitting a new suggested article
- D. Measure & reward agents based on the # of new articles approved for publication

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

**NEW QUESTION: 138**

A manager has noticed an increase in average case age. This is negatively impacting customer satisfaction. The manager wants to compare the amount of time that cases have spent within each status during their lifecycle.

Which reporting solution should be recommended?

- A. Create a report using the case snapshot report type.
- B. Create a report using the case age report type.
- C. Create a report using the case lifecycle report type.
- D. Create a report using the case historical trending report type.

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

**NEW QUESTION: 139**

The Service Manager at Universal Containers wants to improve the adoption of public Knowledge Articles and has decided to review published articles that have NOT been updated in the last 90 days, so that out-of-date articles can be refreshed. Which solution will allow the Service Manager to see the articles that need to be reviewed?

- A. Create a custom list view for Knowledge Articles that filters the results based on publication status and last modified date.
- B. Provide the Service Manager with edit permissions to the standard Knowledge Article reports.
- C. Create a custom report for Knowledge Articles that filters the results based on publication status and last modified date.
- D. Provide the Service Manager with edit permissions to the standard Knowledge Article views.

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

**NEW QUESTION: 140**

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 lightning email template to sned artilce to customer
- D. create a workflow email alert to send the artilce to the customer

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

#### **NEW QUESTION: 141**

Cloud Kicks (CK) has created hundreds of Knowledge articles about its products. The articles have been attached to dosed cases. A new product release will require changes to dozens of articles. After revising the articles, CK wants to see that a prior article version was associated with the closed cases.

What is the recommended method to meet the requirements?

- A. 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:** B ([LEAVE A REPLY](#))

#### **NEW QUESTION: 142**

Universal Containers wants to create a process to verify that customers are eligible for support before a case is creates. A consultant recommends using entitlement management to meet this requirement. Which benefit would be realized by using the entitlement management feature? Choose 2 answers.

- A. Ability to determine if a customer has escalated a case in the past
- B. Ability to prompt callers for the service contract number within IVR menus
- C. Ability to enforce service levels with the time-dependent processes
- D. Ability to specify unique service levels for each customer

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

#### **NEW QUESTION: 143**

Case escalation rules triggered on the last modification will be reset each time a user does which of the following actions?

- A. Edits the case
- B. Reads the case
- C. Adds an activity or sends an email from the case record
- D. All of the above
- E. Adds a related comment to the case

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

**NEW QUESTION: 144**

Universal Containers uses social media to monitor new trends and issues that require a response by their community team. What solution should a consultant recommend to automate the creation of customer contacts and cases from Universal Containers social channels when negative product sentiment is expressed?

- A.** Integrate Service Cloud with Google Analytics and use workflow rules for case and contact creation based on key values
- B.** Implement Salesforce Radian6 with filters against the company's Twitter account and assign new cases to Twitter queue
- C.** Configure Salesforce Twitterforce and workflow rules for negative product sentiments that automatically create a contact and a case
- D.** Configure Salesforce Social Hub workflow for negative sentiments that automatically creates a contact and a case

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

**NEW QUESTION: 145**

Universal Containers is experiencing system timeouts when running case reports. What should a consultant recommend to improve the performance of the reports? Choose 2 answers.

- A.** Remove dashboards based on long-running reports.
- B.** Remove date boundaries from filter criteria.
- C.** Remove formula fields from filter criteria.
- D.** Remove unnecessary columns from the reports.

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

**NEW QUESTION: 146**

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.** Create a central "Contact Us" page which provides access to all available channels.
- 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.** Replace the existing "Chat Now" button on the Customer Community with a toll- free phone number.

**E.** Enforce that customers must search the knowledgebase before they can see the Contact Us page.

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

#### **NEW QUESTION: 147**

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

#### **NEW QUESTION: 148**

KCS (knowledge centered support) what is it? Choose 2 Answers

**A.** Process for creating and maintaining knowledge

**B.** Method for social media management

**C.** Standard for managing customer support and delivery

**D.** Share knowledge with the business partners

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

#### **NEW QUESTION: 149**

Which two configuration steps are required before Quick Actions can be used in Macros?

Choose 2 answers

**A.** The specific Quick Action must be added to the Case record page.

**B.** The specific Quick Action must be added to the CaseFeed.

**C.** Quick Actions must be enabled in the org.

**D.** Global Actions need to be on the publisher layout.

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

#### **NEW QUESTION: 150**

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. Add Data Category Groups.
- C. Create Synonym Groups.
- D. Create Article Translation.

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

#### **NEW QUESTION: 151**

If you delete a case, which two also get deleted? (Choose two answers)

- A. Attachments
- B. Solution
- C. Event
- D. Account

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

**Valid Service-Cloud-Consultant Dumps** shared by BraindumpsPass.com for Helping Passing Service-Cloud-Consultant Exam! BraindumpsPass.com now offer the **newest Service-Cloud-Consultant exam dumps**, the BraindumpsPass.com Service-Cloud-Consultant exam **questions have been updated** and **answers have been corrected** get the **newest** BraindumpsPass.com Service-Cloud-Consultant dumps with Test Engine here: <https://www.braindumpsPass.com/Salesforce/Service-Cloud-Consultant-practice-exam-dumps.html> (200 Q&As Dumps, **40%OFF** Special Discount: **Exam-Tests**)

#### **NEW QUESTION: 152**

Universal Containers wants to automate case management for the web support team.

When new cases come in from the website they should be routed to the support team to work in the order that they are submitted.

Which approach should a Consultant implement?

- A. Contact Request flow
- B. Lightning Component
- C. Case queues
- D. Direct Messaging

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

#### **NEW QUESTION: 153**

Universal Containers knows it will be adding new Cases at a rate of 4-6 million per year and wants to maintain performance over time. Which two recommended techniques should be utilized? Choose 2 answers

- A. Create a data retention plan that archives or purges Cases at regular intervals.
- B. Ask contact center managers to review data each quarter to possibly delete.
- C. Optimize queries to reduce the scope of Cases included with each search.
- D. Write an Apex trigger that deletes one case each time a new case is created.

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

#### **NEW QUESTION: 154**

A Global company requires public documents to be translated into multiple languages. Which implementation should the consultant recommend?

- A. Lightning Knowledge
- B. Salesforce Files
- C. Classic Knowledge
- D. Salesforce Content

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

#### **NEW QUESTION: 155**

to help service agents more accurately respond to cases universal containers wants a list of relevant knowledge articles to be displayed on case record page.

- A. Add the knowledge related list to the case record page
- B. Add the knowledge tab to the service console
- C. Add knowledge component to case record page
- D. Add knowledge data categories to each case

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

#### **NEW QUESTION: 156**

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 an article action for each record type 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 a data category for each product and assign them to each team bases 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: C ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 157**

Which two configuration steps are required before quick actions can be used in Macros?

**A.** The specific quick action must be added to the case Feed.

**B.** The specific quick action must be added to the case record Type.

**C.** Global Actions needs on the publisher layout.

**D.** Quick Actions must be enabled in the org.

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

#### **NEW QUESTION: 158**

UC is in the process of implementing Service Cloud. In which order should the data be migrated?

**A.** Users, accounts, contacts, cases

**B.** Accounts cases, users, contacts

**C.** Users, contacts, accounts, cases

**D.** Accounts, contacts, cases, users

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

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

Universal Containers runs a support operation with multiple call centers. The Support Manager wants to

measure first-call resolution by call center location, agent, and calendar month.

Which reporting solution should the Consultant recommend?

**A.** Create a list view report that includes fields for call center location, agent, calendar month, and first-call resolution.

**B.** Create a reporting snapshot that includes fields for call center location, agent, calendar month, and first-call resolution.

**C.** Create a matrix report that includes fields for call center location, agent, calendar month, and first-call resolution.

**D.** Create a joined report that includes fields for call center location, agent, calendar month, and first-call resolution.

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

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

Universal Containers recently rolled out a Salesforce Knowledge implementation; however, users are finding unreliable and unrelated Knowledge Articles displayed in the Knowledge One widget in the Salesforce Console.

Which two actions should a Consultant recommend to address the lack of quality checking?

Choose 2 answers

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

**Answer: (SHOW ANSWER)**

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

A company wants to publish Knowledge articles to its Customer Community. The articles should be organized for easy navigation by Community members. What should a Consultant recommend?

- A.** Define Topics for each Knowledge article.
- B.** Define Article Types with Public Sharing Settings.
- C.** Define Data Categories with Custom Visibility.
- D.** Define a Custom Field to identify the Subject.

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

#### **NEW QUESTION: 162**

Universal Containers has a service level agreement (SLA) with customers that requires an agent to take ownership of and respond to incoming cases within two hours of case creation. Which solution will help Universal Containers meet its SLA?

- A.** Create a workflow rule to send an email to support managers when a case is created and assigned to a queue.
- B.** Use case auto-response rules to send an email to support managers within one hour of case creation.
- C.** Assign cases to queues and use escalation rules to escalate cases that have NOT been accepted by an agent within one hour.

D. Create a workflow rule to assign a task to all members of a queue if a case has NOT been accepted by an agent within one hour.

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

#### **NEW QUESTION: 163**

Universal Containers wants to let its customers interact real-time with support agents from their computers and mobile devices.

What feature should a consultant recommend to meet this requirement?

- A. Customer Community
- B. Web-to-Case
- C. Embedded Chat Service
- D. Case Assignment Rules

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

#### **NEW QUESTION: 164**

Which native Service Cloud solution is used for case satisfaction surveys?

- A. Enable the case survey auto-response rule
- B. Check the survey option in the case settings
- C. Enable the case survey option on the case object
- D. Create a Web-to-case form with a custom case type of survey

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

**Valid Service-Cloud-Consultant Dumps** shared by BraindumpsPass.com for Helping Passing Service-Cloud-Consultant Exam! BraindumpsPass.com now offer the **newest Service-Cloud-Consultant exam dumps**, the BraindumpsPass.com Service-Cloud-Consultant exam **questions have been updated** and **answers have been corrected** get the **newest** BraindumpsPass.com Service-Cloud-Consultant dumps with Test Engine here: <https://www.braindumpsPass.com/Salesforce/Service-Cloud-Consultant-practice-exam-dumps.html> (200 Q&As Dumps, **40%OFF** Special Discount: **Exam-Tests**)