



Salesforce

Exam Questions Service-Cloud-Consultant

Salesforce Certified Service cloud consultant (SP19)

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NEW QUESTION 1

- (Exam Topic 1)

Universal Containers wants to import articles from a previous database into their new Salesforce Knowledge Implementation. Many of their "How To" articles have images that must be migrated.

Which statement is true about migrating images into Salesforce Knowledge?

- A. Ensure that each image does NOT exceed the maximum of 25 MB
- B. Upload the images into Salesforce prior to importing the articles
- C. Convert all images to .jpeg, as this is the only supported file type
- D. Include images in an .html file using the image tag and src attribute

Answer: D

NEW QUESTION 2

- (Exam Topic 1)

Universal Container's customers like speaking to a live support agent on complex product issues. This causes a heavy amount of phone calls and customers complain about the hold time.

What functionality should the consultant recommend implementing to resolve this issue?

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

Answer: C

NEW QUESTION 3

- (Exam Topic 1)

Universal Containers is considering a Knowledge-Centered Support (KCS) implementation. Which three benefits can be expected from KCS adoption? Choose 3 answers

- A. Increased call deflection
- B. Increased call routing accuracy
- C. Reduced issue resolution time
- D. Reduced support channels
- E. Optimized use of resources

Answer: CDE

NEW QUESTION 4

- (Exam Topic 1)

The Universal Containers' customer support organization has implemented 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.

Which two should the company do to address this situation? Choose 2 answers

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

Answer: AC

NEW QUESTION 5

- (Exam Topic 1)

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

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

Answer: ACD

NEW QUESTION 6

- (Exam Topic 1)

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. Ensure each laptop has a modern browser installed.
- B. Coach users on minimizing open console tabs.
- C. Allow the user to log into Live Agent from multiple browsers.
- D. Add additional components to the Lightning console.

Answer: AB

NEW QUESTION 7

- (Exam Topic 1)

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

Answer: AC

NEW QUESTION 8

- (Exam Topic 1)

Universal Containers contact center has experienced an increased number of customer questions due to a growing product portfolio. Which two solutions should a consultant recommend to minimize the need to hire more agents? Choose 2 answers

- A. Community
- B. Web -to -Case
- C. Live Agent
- D. Chatter Questions

Answer: AD

NEW QUESTION 9

- (Exam Topic 1)

Support agents need to verify that customers are eligible to receive customer support before they can update the Which two objects are used to verify that a customer is entitled to receive support? Choose 2 answers

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

Answer: AC

NEW QUESTION 10

- (Exam Topic 1)

A contact center manager wants to measure the impact of a new customer care program. What can be used to measure an increase in customer satisfaction? Choose 2 answers.

- A. Service level agreement
- B. First call resolution
- C. Average handle time
- D. Customer satisfaction survey

Answer: BD

NEW QUESTION 10

- (Exam Topic 1)

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

Answer: B

NEW QUESTION 15

- (Exam Topic 1)

What should a Consultant recommend to ensure Live Agent chat requests contain enough information for Reps to effectively respond?

- A. Configure Lightning Guided Engagement.
- B. Configure a Live Chat Validation Rule.
- C. Customize the Pre-chat form.
- D. Customize the Lightning Console chat page.

Answer: C

NEW QUESTION 17

- (Exam Topic 1)

A Service Manager has just configured Live Agent at a company site. Now, the Agents cannot see the Live Agent footer component in the console. Which configuration option should be verified?

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

Answer: D

NEW QUESTION 20

- (Exam Topic 1)

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

Answer: A

NEW QUESTION 25

- (Exam Topic 1)

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

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

Answer: BC

NEW QUESTION 30

- (Exam Topic 1)

Universal Containers wants to implement Knowledge to assist agents with the resolution of cases. Which three recommendations should a consultant make to meet this requirement? Choose 3 answers

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

Answer: CDE

NEW QUESTION 32

- (Exam Topic 1)

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

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

Answer: C

NEW QUESTION 37

- (Exam Topic 1)

Which three processes are uses case for Visual Workflow? Choose 3 answers

- A. Cross-sell promotions for agents
- B. Decision-based troubleshooting for agents
- C. Assignment of email to a case queue based on subject
- D. Caller verification and creation of a new case
- E. Field validation during case creation

Answer: ABD

NEW QUESTION 41

- (Exam Topic 1)

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. Entitlements
- B. Omni-channel
- C. Case milestones
- D. Case escalation

Answer: ABD

NEW QUESTION 43

- (Exam Topic 1)

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

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

Answer: A

NEW QUESTION 46

- (Exam Topic 1)

Universal Containers wants to provide its 20 million customers with a portal where they can:

- Submit inquiries,
- Monitor the status of those inquiries,
- View their contact information.

To meet these requirements, which type of portal license would be most appropriate for the customers?

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

Answer: A

NEW QUESTION 51

- (Exam Topic 1)

Universal Containers uses Live Agent to interact with customers. Service Reps complain that it takes too much time to end the chat and close the case. Which two features should a Consultant recommend to address this concern? Choose 2 answers

- A. Visual Workflow
- B. Lightning Guided Engagement
- C. Quick Text
- D. Macros

Answer: CD

NEW QUESTION 55

- (Exam Topic 1)

Universal Containers wants to notify Support Managers when a new case has been untouched for more than two business days.

Which approach should a consultant implement?

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

Answer: A

NEW QUESTION 56

- (Exam Topic 1)

Universal Containers 'IT policy prevents third-party software from being installed on employee computers. However, the VP of Service has asked that cases be automatically created from customer emails.

What solution should a consultant recommend?

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

Answer: D

NEW QUESTION 60

- (Exam Topic 1)

A company would like to implement a solution that would hold service reps accountable to customer Service Level Agreements.

Which two steps should be completed to meet this request? Choose 2 answers

- A. Enable Work Orders.
- B. Create an Entitlement Process.
- C. Set up Milestones.
- D. Configure Service Contracts.

Answer: BC

NEW QUESTION 63

- (Exam Topic 1)

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

Answer: ABD

NEW QUESTION 65

- (Exam Topic 1)

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

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

Answer: D

NEW QUESTION 68

- (Exam Topic 1)

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

Answer: CD

NEW QUESTION 72

- (Exam Topic 1)

The contact center at Universal Containers offers support through phone, email, public website, and a Community. The contact center manager wants to demonstrate the success of recent self-service initiatives to executive management. Which two reports should the contact center manager present to executive management? Choose 2 answers

- A. Number of cases closed by self-service users.
- B. Average call handle time by team.
- C. Number of Knowledge articles created each month.
- D. Number of cases created using Communities by month.

Answer: AD

NEW QUESTION 75

- (Exam Topic 1)

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

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

Answer: CD

NEW QUESTION 79

- (Exam Topic 1)

Universal Containers wants to implement best practices for its customer support teams and has decided to follow a Knowledge-Centered Support (KCS)

methodology Which two benefits can be expected from KCS adoption? Choose 2 answers

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

Answer: BD

NEW QUESTION 84

- (Exam Topic 1)

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

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

Answer: CD

NEW QUESTION 87

- (Exam Topic 1)

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

Answer: D

NEW QUESTION 92

- (Exam Topic 1)

Universal Containers has activated Email-to-Case functionality to allow customers to correspond with support agents via email. Which options are available with Email-to-Case? (Choose 2)

- A. Only one inbound email address can be used for Email-to-Case
- B. Follow-up emails and attachments related to a case are attached to the case
- C. Assignment, escalation, and workflow rules are processed on inbound emails
- D. Follow-up emails related to a case will update the case comments

Answer: BD

NEW QUESTION 97

- (Exam Topic 1)

A company frequently has issues with customers that need complex, hands-on technical support with high-priority issues in difficult-to-visit locales.

What should be recommended for reliable, real-time support to customers with these restrictions?

- A. Customer Community
- B. Field Service Lightning
- C. SOS Video Chat
- D. Salesforce Knowledge

Answer: C

NEW QUESTION 102

- (Exam Topic 1)

A contact center was unable to assign cases by case type before service was implemented, the director support needs to know which metrics to examine to determine whether the newly set up assignment rules are assigning a similar number of cases to each agent. Which metric should be recommended? Choose 2 answers

- A. Number of cases created sorted by order
- B. Number of cases by type by owner
- C. Number of cases in each status
- D. Number of solutions created per agent

Answer: AB

NEW QUESTION 107

- (Exam Topic 1)

Universal Containers wants to create a process to verify that customers are eligible for support before a case is created. 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 specify unique service levels for each customer

- C. Ability to prompt callers for the service contract number within IVR menus
- D. Ability to enforce service levels with the time-dependent processes

Answer: BC

NEW QUESTION 112

- (Exam Topic 1)

Universal Containers wants customers to have the ability to log cases with structured data and route based on Urgency and Product Line. How should a Consultant accomplish this?

- A. Standard Email-to-Case with assignment rules
- B. Lightning Email with web routing prioritization
- C. Omni-Channel with prioritized queues
- D. Standard Web-to-Case with assignment rules

Answer: A

NEW QUESTION 114

- (Exam Topic 1)

A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system. A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system. Which two metrics can be used to assess the success of the new workforce management system? Choose 2 answers

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

Answer: BD

NEW QUESTION 116

- (Exam Topic 2)

A Knowledge administrator has created an article for a promotion that starts at the beginning of the following month. How would the administrator ensure the article is available on the first of the month?

- A. Create a task related to the article with a reminder set for the article start date.
- B. Create a workflow rule to update the article status to Published on the article start date.
- C. Set the article publish date to automatically display the article on the start date.
- D. Send an email reminder to update the article status to Published on the start date.

Answer: C

NEW QUESTION 118

- (Exam Topic 2)

Business Users have requested that the salesforce administrator allow agents to view a list of cases in the console while agents work through their cases. This will allow agents to identify urgent cases that need to be worked on. How should this be accomplished?

- A. Enable the list to be pinned in the console
- B. This allows users to view the list alongside the case view in the console
- C. Build a customer visual force page with the list view and assign it to the console sidebar.
- D. Configure the case list under custom console components so users can view the list view along with the case view
- E. Recommend opening the case list view in a separate browser tab and use the window alongside the case view

Answer: A

NEW QUESTION 122

- (Exam Topic 2)

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

* Average handle time (AHT)

* Adherence to service level agreements (SLAs)

Which data source would Universal Containers need in order to gather this information? Choose 3 answers

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

Answer: AC

NEW QUESTION 126

- (Exam Topic 2)

What key metric should a contact center manager use to evaluate the effectiveness of a new Service Cloud implementation? (Choose 2)

- A. First contact resolution rate

- B. Number of total cases handled
- C. Total number of solutions created by agent
- D. Average number of knowledge articles published

Answer: AB

NEW QUESTION 129

- (Exam Topic 2)

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 a record Highlights Panel
- C. On a record Activity Feed list
- D. On the Calendar right hand panel

Answer: C

NEW QUESTION 130

- (Exam Topic 2)

Universal Containers has basic field service requirements and has not yet deployed the Service Cloud. The company would like to automatically create a field service dispatch record and assign it to a queue when specific case criteria are selected by an agent working the case.

Which solution will create and route the field service dispatch record when the case is saved?

- A. Use a workflow rule with an action
- B. Use a validation rule
- C. Use a case assignment rule
- D. Use an Apex trigger

Answer: A

NEW QUESTION 135

- (Exam Topic 2)

Universal Containers is bringing a new division under their existing Customer Service Contact Center. This will involve servicing several thousand new customers. Which method should a consultant recommend for importing this data into universal containers service cloud instance

- A. Bulk Data Transfer API
- B. Java Language Specific Toolkit
- C. Data Integration via SOAP API
- D. Cloud-to-Cloud Integration Toolkit

Answer: A

NEW QUESTION 138

- (Exam Topic 2)

Universal containers is trying to reduce the amount of time support agents spend creating cases. The new method case creation must allow for 4000 - 5000 new cases a day, as well as the attachment of documents under 25 MB by the customer.

Which method should the consultant suggest?

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

Answer: A

NEW QUESTION 139

- (Exam Topic 2)

A consulting firm has been retained to implement a new Service Cloud platform for a company. This company requires quick iterations and a speedy project completion. The company has requested frequent project updates for check-ins and refinement.

Which methodology should the Consultant recommend to meet the given requirements?

- A. Kanban
- B. Lightning Platform
- C. Agile
- D. Waterfall

Answer: C

NEW QUESTION 144

- (Exam Topic 2)

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. Workforce management and customer satisfaction score
- C. Average handling time and first call resolution time
- D. Agent skill-based routing and predictive dialer

Answer: A

NEW QUESTION 145

- (Exam Topic 2)

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

Which approach should the Consultant use for data migration?

- A. Prepare, Plan, Text, Execute, Validate
- B. Prepare, Plan, Validate, Execute, Text
- C. Plan, Prepare, Test, Execute, Validate
- D. Plan, Prepare, Validate, Execute, Text

Answer: C

NEW QUESTION 148

- (Exam Topic 2)

The Contact Center at Universal Containers wants to increase its profit margins by promoting call deflection within Service Cloud.

Which two solutions should a Consultant recommend? Choose 2 answers

- A. Knowledge Base
- B. Customer Community
- C. Automatic Call Distribution
- D. Service Cloud Console

Answer: AB

NEW QUESTION 153

- (Exam Topic 2)

In the telesales contact center, Universal Containers has three-step and five-step order process, contingent on the type of product sold. Which approach should be used to optimize the order process? Choose 2 answers

- A. Use Visualforce to create a wizard for each process
- B. Organize the fields on the page layout to match each process
- C. Use Visual Workflow to streamline the process
- D. Create a custom object for each step in the process

Answer: BC

NEW QUESTION 156

- (Exam Topic 2)

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

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

Answer: C

NEW QUESTION 159

- (Exam Topic 2)

An Inside Sales Contact Center Manager would like to assess the ROI of the Contact Center. Which three metrics should the Manager use to assess the ROI? Choose 3 answers

- A. Average queue time per agent
- B. Number of leads created
- C. Opportunities per channel
- D. Cost per call
- E. Number of sales queues

Answer: BCD

NEW QUESTION 161

- (Exam Topic 2)

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

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

Answer: C

NEW QUESTION 166

- (Exam Topic 2)

Which Lightning Service Console feature should be used to enable Service Reps to send emails with attachments to customers based on the Case details?

- A. Process Builder
- B. Lightning Knowledge
- C. Macros
- D. Visual Workflow

Answer: A

NEW QUESTION 168

- (Exam Topic 2)

Milestones can be added to which three Object types? Choose 3 answers

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

Answer: ABD

NEW QUESTION 171

- (Exam Topic 2)

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

- * Agent productivity
- * Customer satisfaction

Which report should a consultant recommend? (Choose 2)

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

Answer: AB

NEW QUESTION 175

- (Exam Topic 2)

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. Ask contact center managers to review data each quarter to possibly delete.
- D. Write an Apex trigger that deletes one case each time a new case is created.

Answer: AB

NEW QUESTION 179

- (Exam Topic 2)

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 article actions 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 publication states to each group.
- D. Assign article managers to publication teams and specific publication states to each team.

Answer: A

NEW QUESTION 184

- (Exam Topic 2)

Which support channel requires the smallest amount of agent work time?

- A. Web to case
- B. Email to case
- C. Web self service
- D. Chat

Answer: C

NEW QUESTION 188

- (Exam Topic 2)

Universal Containers has an upcoming maintenance window where read-only access will be available. Which two actions will Universal Containers be able to perform during this window? Choose 2 answers

- A. Run and view Salesforce reports.
- B. Update case data for a customer.

- C. Post report information on Chatter.
- D. Review existing cases for an account.

Answer: AD

NEW QUESTION 191

- (Exam Topic 2)

A company receives support requests through a variety of email addresses and web forms for different parts of the business. Which feature combination will ensure that cases are efficiently handled by the most appropriate representatives?

- A. Case Assignment Rules, Queues, Chatter Groups, Live Agent
- B. Case Assignment Rules, Queues, Public Groups, Omni-Channel
- C. Escalation Rules, Queues, Chatter Groups, Omni-Channel
- D. Escalation Rules, Queues, Public Groups, Live Agent

Answer: B

NEW QUESTION 193

- (Exam Topic 2)

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

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

Answer: C

NEW QUESTION 196

- (Exam Topic 2)

A support agent has a detailed question about product functionality. The agent needs to access a real-time response from internal subject matter experts. Which feature will help the support agent send this question to the right group of people?

- A. Mass Email
- B. Chatter Groups
- C. Public Groups
- D. Escalation Rules

Answer: B

NEW QUESTION 197

- (Exam Topic 2)

Which system would a contact center integrate with in order to provide field service agents with information needed to provide service at customer sites?

- A. Telephony
- B. Order Fulfillment
- C. Enterprise Resource Planning (ERP)
- D. Marketing

Answer: B

NEW QUESTION 200

- (Exam Topic 2)

A new customer to Salesforce is considering implementing a customer portal. The customer has millions of users and plans to evaluate a high-volume customer portal.

What is a key consideration when configuring a customer portal?

- A. Users cannot own records
- B. Users can download and view content
- C. Users are not associated with a role in the hierarchy
- D. Users can be part of a case team

Answer: C

NEW QUESTION 204

- (Exam Topic 2)

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

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

Answer: A

NEW QUESTION 207

- (Exam Topic 2)

A Service Manager has recently implemented Salesforce Knowledge. Which three metrics should the Manager use to measure the success of the implementation? Choose 3 answers

- A. Number of Chatter files attached to cases.
- B. Number of published article views.
- C. Number of articles associated to cases.
- D. Number of content packs attached to cases.
- E. Number of successful keyword searches.

Answer: ACE

NEW QUESTION 209

- (Exam Topic 2)

Universal Containers (UC) created a new mobile app that enables customers to place orders and track fulfillment. UC wants to quickly embed customer service into the new mobile app. Which two features should be added to meet this requirement? Choose 2 answers

- A. Salesforce Knowledgebase
- B. Chatter Groups
- C. Field Service Lightning
- D. Service Cloud SOS

Answer: CD

NEW QUESTION 211

- (Exam Topic 2)

Universal containers would like to implement a solution to hold service reps accountable to customer service level Agreements. Which two steps are necessary to satisfy this requirement? Choose 2 answers

- A. Set up Milestones.
- B. Enable Work Orders.
- C. Create an Entitlement Process.
- D. Configure Service Contracts.

Answer: AC

NEW QUESTION 216

- (Exam Topic 2)

Which two advantages does Salesforce provide with the OpenCTI framework? Choose 2 answers

- A. Agents can use telephony on a wide range of browsers and operating systems while only developing once.
- B. Developers can embed API calls and processes on web pages to automate call handling processes.
- C. Developers can integrate with any telephony platform available with little to no need for customization.
- D. Agents can run their SoftPhone at the operating system level, embedded in the task bar or system tray.

Answer: AB

NEW QUESTION 221

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