

## Service-Cloud-Consultant Dumps

### Salesforce Certified Service cloud consultant (SP19)

<https://www.certleader.com/Service-Cloud-Consultant-dumps.html>



**NEW QUESTION 1**

The support manager at universal containers has noticed an increase in average case age, which is negatively impacting customer satisfaction. To research the situation, the support manager wants to know the amount of time that cases have spent within each status during their lifecycle. Which reporting solution should a consultant recommend?

- 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 snapshot report type
- D. Create a report using the Case historical trending report type

**Answer:** A

**NEW QUESTION 2**

Metrics show that Universal Containers has a high call abandonment rate. Which two strategies should a consultant recommend? Choose 2 answers

- A. Simplify the interactive voice response (IVR) tree.
- B. Set up Email-to-Case.
- C. Use Assignment rules and case queues.
- D. Add additional agents to lower average hold time.

**Answer:** AD

**NEW QUESTION 3**

Universal Containers is preparing to implement Service Cloud for its global Support team. Requirements gathering sessions have resulted in a large set of required deliverables. What should a consultant recommend as the next step?

- A. Prioritize the requirements based on who submitted them.
- B. Identify the requirements needed for initial GoLive.
- C. Provide a timeline that addresses all the requirements.
- D. Organize the requirements from largest to smallest.

**Answer:** B

**NEW QUESTION 4**

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:** C

**NEW QUESTION 5**

Universal Containers wants Service Console users to be able to view and update product usage data that is stored in an external system. Which two features should a consultant recommend to provide this functionality? Choose 2 answers

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

**Answer:** AD

**NEW QUESTION 6**

A Service Representative transfers a Live Agent Chat to another Representative. Which two things will happen? Choose 2 answers

- A. Both Service Reps can chat with the Customer.
- B. The Customer does not know they were transferred.
- C. The Chat Transcript and Case are transferred.
- D. The Customer is shown the new Representative's Name

**Answer:** CD

**NEW QUESTION 7**

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

- A. Convert any articles containing HTML into plain text before importing because HTML is NOT supported in any article field types.
- B. Verify that each article type has field level security on all fields set to read-only prior to import, in order to prevent any loss of data.
- C. Ensure that each existing article type has a corresponding Salesforce Knowledge article type that matches its structure and content.

D. Prepare a single .csv file that can be used to migrate all articles types at once and include with a properties file in a .zip for import.

**Answer: C**

#### NEW QUESTION 8

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

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

**Answer: AC**

#### NEW QUESTION 9

Universal Containers wants a mechanism that provides customers access to product installation guides, warranty information. What solution should the consultant recommend to meet this request?

- A. Create a Customer Experience Cloud site.
- B. Implement Recommended Articles.
- C. Configure Web-to-Case.
- D. Deploy a Partner Central Community.

**Answer: B**

#### NEW QUESTION 10

Agents at Universal Containers are required to update the case status to Waiting for Customer after they send an email to the case contact. Support Managers are noticing that many Agents are forgetting to perform this step. What should a consultant recommend to address this problem?

- A. Configure Process Builder
- B. Activate a Validation Rule
- C. Define Case Escalation Rules
- D. Create a Case Macro

**Answer: D**

#### NEW QUESTION 10

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. Assign teams in each major contact center to design a solution unique to its needs and have an analyst build a combined report.
- C. Recommend utilizing out-of-the-box functionality to reduce cost and ensure one worldwide process and reporting.
- D. Recommend that the VP of Worldwide Support design a global template to provide a clear vision and standardization.

**Answer: A**

#### NEW QUESTION 13

Universal Containers has tested skills-based routing in a sandbox and is ready to deploy to production. Which two deploy solutions should a consultant to ensure skills-based routing is operational in Production?

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

**Answer: AB**

#### NEW QUESTION 17

A recent analysis of cases at Cloud Kicks (CK) revealed a high percentage of simple cases such as password resets and order inquiries. In order to reduce the number of cases created, CK wants to provide customer self-service in the following channels: web, SMS, Facebook Messenger, and WhatsApp. What is the recommended case deflection solution?

- A. Chat for Web and In-App
- B. Digital Engagement Messaging
- C. Social Customer Service
- D. Einstein Bo

**Answer: C**

#### NEW QUESTION 22

Universal Containers (UC) has deployed a call center using open CTI. Call center agents are organized into four groups reflecting UC's four different product lines. Each group's manager would like a report on their agents' daily call volume, including related case and contact information. How should the consultant recommend the report be created?

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

**Answer:** D

#### NEW QUESTION 23

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

Which two features should a consultant integrate of the Service Console? Choose 2 answers

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

**Answer:** AB

#### NEW QUESTION 26

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

Which two features should a consultant integrate into the Service Console? Choose 2 answers

- A. Lightning Process Builder
- B. Interaction Log
- C. Lightning Row for Service
- D. Path for Cases

**Answer:** BC

#### NEW QUESTION 31

Which feature should a Consultant recommend to allow a Tier 2 Service Representative to take over case processing from Tier1 and know how far Tier1 had progressed in troubleshooting?

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

**Answer:** B

#### NEW QUESTION 34

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 feature should the consultant recommend as part of the deployment?

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

**Answer:** AB

#### NEW QUESTION 37

Universal Containers would like for article to be different channel for social interactions. What solution should a consultant recommend?

- A. Set up communication channel layouts in the object manager to use Insert Article into Social post.
- B. Set up insert Article into Social post and enable the customer community portal.
- C. Create a Chatter group and invite the customer to join with an external chatter user.
- D. Create a Visualforce page on the customer community portal.

**Answer:** B

#### NEW QUESTION 41

Universal Containers has regional contact centers around the world. Support Managers have asked to see support metrics for their region by default.

Which two strategies should a consultant recommend?

- A. Dashboard folder sharing
- B. Org wide default for cases set to private
- C. Dynamic dashboards
- D. Case Object permissions set to create and read

**Answer:** BC

**NEW QUESTION 45**

The VP of Services at Universal Containers wants to reduce call center staffing. One of the initiatives is to deflect customer's interaction with a support agent while still providing relevant answers to the customer.

How can a consultant automate the use of suggested articles to accomplish this goal?

- A. An email to case inquiry
- B. On-demand email to case
- C. While holding for a support agent
- D. Web-to-case question

**Answer:** A

**NEW QUESTION 46**

Cloud Kicks (CK) provides support 24 hours a day, 7 days a week. CK contracts with an external third-party help desk to provide support outside of normal business hours.

The external service agents and external support managers use Experience Cloud to create cases. External support managers need to view and execute reports with the ability to "Run as specified user."

What is the recommended Experience Cloud license to meet the requirements?

- A. Service Cloud Portal
- B. Customer Community Login
- C. High Volume Customer Portal
- D. Partner Community Login

**Answer:** A

**NEW QUESTION 47**

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

**Answer:** A

**NEW QUESTION 52**

Universal Containers wants to reduce the clicks a Customer Support Agent uses when working on a case. This includes the time it takes to create, resolve, and close the case. Which three Salesforce productivity features should be used to accomplish this requirement? Choose 3 answers

- A. Omni-Channel
- B. Publisher Actions
- C. Macros
- D. Quick Text
- E. Chatter

**Answer:** BCD

**NEW QUESTION 54**

Universal Containers is implementing a customer community using the customer service template. One of the requirements is for members to be able to find knowledge articles based on the product type. How should a consultant satisfy this requirement?

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

**Answer:** C

**NEW QUESTION 56**

Cloud Kicks wants to standardize its service KPIs for response time and first case closure rates. Individual service agents, team leaders, regional directors, and the VP of service should see the same KPIs calculated using only the data the user can access.

What is the recommended running user to meet the requirements?

- A. Let the dashboard viewers choose
- B. The user creating the dashboard
- C. The VP of service
- D. The dashboard viewer

**Answer:** D

**NEW QUESTION 57**

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

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

**Answer:** BDE

#### NEW QUESTION 59

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

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

**Answer:** ACD

#### NEW QUESTION 62

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 65

Universal Containers requires a scheduling solution that will allow Managers to coordinate service engineers across multiple Territories. What solution should a consultant recommend?

- A. Field Service Lightning
- B. Lightning Console
- C. Salesforce Mobile App
- D. Employee Community

**Answer:** A

#### NEW QUESTION 66

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

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

**Answer:** A

#### NEW QUESTION 69

Agents at universal containers are required to update the case status to waiting for customer after they send an email to the case contact. Support managers are noticing that many agents are forgetting to perform this step. What should a consulnat recommend to address this problem.

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

**Answer:** B

#### NEW QUESTION 74

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 date migration?

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

**Answer:** B



**NEW QUESTION 75**

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

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

**Answer: B**

**NEW QUESTION 76**

A recent review of customer satisfaction surveys revealed the support center does a poor job of upsetting new products to customers. Customers report dissatisfaction when calling for troubleshooting, billing, enrollment, or similar issues and receiving a sales pitch. However, customers that have been upsold new products are two times more likely to remain a customer.

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

- A. Validation Rules
- B. Einstein Next Best Action
- C. Service Analytics Predictions
- D. Einstein Reply Recommendations

**Answer: D**

**NEW QUESTION 81**

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