



Salesforce

Exam Questions Service-Cloud-Consultant

Salesforce Certified Service cloud consultant (SP19)

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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

universal containers wants to monitor customers social media reactions and opinions. Agents also want to see recent cases that customer logged.

- A. Omni channel
- B. Appexchange solution
- C. Custom lightning component
- D. Social Conversation component

Answer: D

NEW QUESTION 3

Universal Containers wants to implement a customer service community.

The goal of the community is to enable community members to access, create, and manage cases online. How should the consultant implement these requirements?

- A. Create a sharing rule to share the contact record with the community member.
- B. Change the org-wide default for cases and contacts internal access to private.
- C. Set up a sharing set to grant access based on the community member's contact record.
- D. Update the case assignment rule to add the community member to the predefined case team.

Answer: C

NEW QUESTION 4

After migrating from Knowledge to Lightning Knowledge, Authors are unable to create FAQ article type, but can successfully create Install Notes articles type. Support Managers have confirmed that articles of types FAQ exist in Production. How should a consultant correct this problem

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

Answer: D

NEW QUESTION 5

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 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

The contact center at universal containers wants to increase its profit margins by promoting call deflection with service cloud. Which two solutions should a consultant recommend? Choose 2 answers

- A. Customer community
- B. Knowledge base
- C. Service cloud console

D. Automatic call distribution

Answer: AB

NEW QUESTION 8

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

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

Answer: AC

NEW QUESTION 9

What should a consultant recommend to ensure chat request contains enough information for customer service representatives to effectively respond?

- A. Customize the Lightning console chat page
- B. Configure a chat validation rule
- C. Customize the pre-chat form
- D. Configure Lightning Guided Engagement

Answer: C

NEW QUESTION 10

Universal Containers wants to unify channels and manage agent workload with omni-channel routing. What required step should a consultant address before configuring omni-channel? What required step should a consultant address before configuring omni-channel?

- A. Create SF cases to have omni-channel enabled
- B. Create the necessary objects in SF
- C. Customize service channel settings to define how the org receives work from various sources
- D. From Setup, select Omnichannel and select Enable omni-channel

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 12

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

Answer: D

NEW QUESTION 17

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

Answer: C

NEW QUESTION 20

Field engineers often need to access current inventory levels of products the customer has purchased while at customer sites. Which solution should a consultant recommend to meet this requirement?

- A. Implement Field Service Lightning.

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

Answer: A

NEW QUESTION 21

Universal Containers wants to import an external knowledge base to Lightning Knowledge using the Knowledge Importer. How should this be implemented? Choose 2 answers

- A. Article Record Types must be created before the import.
- B. Each Article Record Type must be in a separate CSV.
- C. Article Record Types will be created as part of the import.
- D. Multiple Article Record Types can be imported in the same CSV.

Answer: AD

NEW QUESTION 24

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

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

Answer: B

NEW QUESTION 28

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 30

Which search mechanism should be used to find case comments from within the lightning service console?

- A. Search utility component
- B. Comment search component
- C. Comments list view
- D. Global search

Answer: D

NEW QUESTION 32

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 37

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 38

Universal Containers wants to implement a customer service site. The goal of the site is to enable community members to access, create, and manage cases online.

How should the consultant implement these requirements?

- A. Change the org-wide default for cases and contacts internal access to private.
- B. Update the case assignment rule to add the site member to the predefined case team.
- C. Create a sharing rule to share the contact record with the site member.
- D. Set up a sharing set to grant access based on the site member's contact record.

Answer: D

NEW QUESTION 41

Universal Containers wants to be able to assign cases based on the same criteria they use for chat . Which feature should a consultant recommend?

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

Answer: C

NEW QUESTION 46

Universal Containers is migrating from Classic Knowledge to Lightning Knowledge using the Lightning Knowledge Migration Tool and noticed that none of the Article file attachments were migrated. How can a Consultant migrate the file attachments?

- A. Upload the files as Documents, then relate them to the migrated Articles.
- B. Use the Lightning Knowledge Migration Tool and choose 'include files'.
- C. Use the Files Related List on each article to add files to your articles.
- D. Post the Files to the Chatter Feed on each Article.

Answer: A

NEW QUESTION 48

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 51

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 53

Universal Containers (UC) wants to automate the process of case creation. While conducting a business process review, the consultant learned that in some instances, customers provide UC with digital pictures of the problem. The average attachment size was 34 MB.

Which solution should a consultant recommend?

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

Answer: C

NEW QUESTION 58

A company is changing its case management system to Salesforce. All active accounts, contacts, and closed cases for the past 5 years must be migrated to Salesforce for go-live.

Which approach should be used for the data migration?

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

Answer: D

NEW QUESTION 63

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 67

A business to consumer (B2C) company wants to decrease service costs and improve customer relationship currently, customers pay invoices and update their contact information by mailing paper payslips back to company.
What is the recommended solution to meet the requirements?

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

Answer: D

NEW QUESTION 70

Cloud Kicks (CK) provides customized support based on product line and plans to expand from voice-only support Support agents are certified on one or more specific product lines.

CK would like to provide support through chat, social, email, video, and web and are striving for a consistent customer experience. Agents will be trained in one or two of the new support methods, in addition to voice support.

What is the recommended solution to meet the requirements?

- A. Knowledge One with Article Recommendations
- B. Experience Cloud with self-support
- C. Omni-Channel with Skills-Based Routing.
- D. Live Agent and Live Message

Answer: C

NEW QUESTION 72

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. Knowledge articles with the lowest rating.
- C. Number of knowledge articles in each data category.
- D. Knowledge articles created by call center agents.

Answer: AB

NEW QUESTION 74

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

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

Answer: C

NEW QUESTION 77

what approach should a consultant use to ensure that knowledge search only display articles for a servcie agents product specialization ?

- A. Crreate an article action for each record type;assign record types to service agents
- B. Create a page layout for each record type ;assign layouts to servce agents
- C. Create a permission set for each record type ;assignpermisisions to service agents
- D. create a data category for each product assign data categories to service agents.

Answer: D

NEW QUESTION 82

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

Answer: AB

NEW QUESTION 83

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 86

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

Answer: D

NEW QUESTION 87

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 92

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: D

NEW QUESTION 94

Universal Containers support management team has noticed an increase in wait times over the last several months when customers call in for support. Which two recommendations should a consultant suggest to help decrease customer wait times? Choose 2 answers:

- A. Set up analytical snapshots to capture key case information and create historical trending reports
- B. Set up a Salesforce Customer Community that will allow customers to create cases online
- C. Create reports to analyze call data in order to understand peak times and ensure adequate staffing
- D. Create case escalation rules to route high priority cases directly to supervisors for resolution

Answer: BC

NEW QUESTION 96

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 97

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

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

Answer: C

NEW QUESTION 100

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 correct Salesforce users to the Call Center.
- D. Create a softphone layout and assign to user profiles.
- E. Assign the Salesforce CTI license to Salesforce users.

Answer: ACD

NEW QUESTION 102

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 103

Cloud Kicks has implemented a review process for all new knowledge articles. Each article must be reviewed and approved by a subject matter expert before becoming available to users.

Which step is necessary to make articles visible in all the selected channels?

- A. The Approval Process will automatically Publish.
- B. Approve articles from the Knowledge approval page to Publish.
- C. Agents must click Publish after the Approval Process.
- D. Set the final approval action to "Lock the record for editing".

Answer: C

NEW QUESTION 105

Universal Containers wants to maintain Service Level Agreements on its customer cases. Customers are provided different service levels based on their Services agreement. The VP of Customer Service wants to use Service Cloud to track and ensure senior management is alerted when cases have NOT completed certain stages.

Which Service Cloud feature should the Consultant recommend to address this requirement?

- A. Salesforce Console
- B. Entitlements and Milestones
- C. Case Escalation
- D. Case Assignment

Answer: B

NEW QUESTION 109

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

Choose 2 answers

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

Answer: BC

NEW QUESTION 113

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 114

A client's Support Call Center has seen an increase in call volume on a new product line. The agents are having problems resolving issues and have been escalating to Tier 2 for support.
Which action should be taken to reduce the call volumes and escalations?

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

Answer: A

NEW QUESTION 116

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. Customer Community
- C. High Volume Customer Portal
- D. Lightning External Apps Starter

Answer: A

NEW QUESTION 118

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 122

Universal Containers has implemented a call-based response system. The call wait time has become too long and customer service is being affected.
Management would like to find a way for their agents to handle more customer transactions per day. Which two features should a Consultant recommend? Choose 2 answers

- A. Facebook Messaging
- B. Escalation Rules
- C. Chat
- D. Case Auto-Response

Answer: CD

NEW QUESTION 125

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 129

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

NEW QUESTION 133

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 135

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

Answer: A

NEW QUESTION 137

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

Answer: B

NEW QUESTION 142

Universal Containers is changing their case management system to Salesforce. All active accounts, contacts, open cases and closed cases for the past five years must be migrated to Salesforce for go-live. Which approach should the consultant use for data migration?

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

Answer: B

NEW QUESTION 145

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 149

Universal Containers has completed development and testing of its Service Cloud implementation and plans to migrate functionality from the sandbox environment to the production environment.

What should be used for migration functionality?

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

Answer: A

NEW QUESTION 152

Universal Containers (UC) wants to schedule for repair service when an agent is unable to solve the customer's problem via the call center. What functionality should a consultant recommend to satisfy the UC's need?

- A. omni Channel
- B. Contact Request
- C. Field Service
- D. Mobile Connect

Answer: C

NEW QUESTION 157

Universal Containers' support management team has noticed an increase in wait times over the last several months when customers call in for support. Which two recommendations should a Consultant suggest to help decrease customer wait times? Choose 2 answers

- A. Create reports to analyze call data in order to understand peak times and ensure adequate staffing.
- B. Create a case escalation rules to route high-priority cases directly to supervisors for resolution.
- C. Set up analytical snapshots to capture key case information and create historical trending reports.
- D. Set up a Salesforce Customer Community that will allow customers to create cases online.

Answer: AD

NEW QUESTION 158

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 161

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

Answer: D

NEW QUESTION 164

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