



# 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

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 3

Universal Containers (UC) is updating the Service Cloud console app for its call center agents. Management is concerned that deploying the new app will disrupt current operations and impact customer satisfaction. What should the consultant recommend to mitigation these concerns?

- A. Deploy the configured and tested app to production, update the agent's profile to view the app and take away access to the old app.
- B. Configure the new app in a sandbo
- C. Use a change-set to push the configuration to production for testing and training.
- D. Deploy the configuration from a sandbox to production during the next Salesforce version update so the system only goes down once.
- E. Configure the new app in developer org and use an unmanaged package to deploy to production.

**Answer:** D

#### NEW QUESTION 4

Universal Containers wants to help customers resolve issues by browsing Knowledge articles and submit a case if they need more information. What should the consultant recommend to meet the requirements?

- A. Allow Comments on Knowledge articles.
- B. Implement Case Assignment Rules.
- C. Enable Chat in an Experience Cloud site.
- D. Create a self-service Help Center.

**Answer:** D

#### NEW QUESTION 5

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 6

Cloud Kicks (CK) is a global company with multiple product lines. CK is preparing to launch a public kno base for customers that will have 2,500 articles. The company wants an easy way for users to find relevant articles based on their location and product. What is the recommended method to meet the requirement?

- A. Article Translation
- B. Data Category Groups
- C. Chatter Answers
- D. Data Category Visibility

**Answer:** D

#### NEW QUESTION 7

How can a Contact Center Manager see which Service Representatives have not accepted new Cases recently using the Lightning Service Console?

- A. Omni-Channel Utility Component
- B. Cases report sorted by Rep and Case Owner

- C. Cases report sorted by Rep and Case CreatedDate
- D. Omni-Channel Supervisor tab

**Answer:** D

#### NEW QUESTION 8

what should a consultant recommend to ensure chat request contain 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 9

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:** D

#### NEW QUESTION 10

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

- A. Ensure that at least 60% of the code is covered by unit tests before deploying to production.
- B. Plan and communicate the deployment to all users of the organization in advance.
- C. Select a window of time when users will NOT be making changes to the organization.
- D. Ensure all users refrain from logging into production for an entire day prior to deployment.
- E. Migrate a test deployment to a staging environment for a smoother real-life experience.

**Answer:** BCE

#### NEW QUESTION 10

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:** AD

#### NEW QUESTION 15

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 to any article field types.
- B. Ensure that each existing article type has a corresponding knowledge article type that matches its structure and content.
- C. 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.
- D. Prepare a single .csv file that can be used to migrate all article types at once and include with
- E. properties file in a.zip for import

**Answer:** B

#### NEW QUESTION 19

UC has created permission sets granting access to object and fields in one of its sandboxes. How should a consultant deploy this permission set to prod?

- A. Change set
- B. Manually create the Permission sets
- C. Create an Unmanaged package
- D. Publish a Managed package

**Answer:** A

#### NEW QUESTION 23

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

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 33

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 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 40

service representatives are complaining that their lightning service console is too crowded Making it difficult to find tab and features required. After reviewing service console all configured features are required.

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

**Answer:** C

#### NEW QUESTION 41

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 46

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 50

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 52

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 55

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 60

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

- A. Create 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 service agents
- C. Create a permission set for each record type ; assign permissions to service agents
- D. create a data category for each product assign data categories to service agents.

**Answer:** D

#### NEW QUESTION 61

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 64

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 67

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

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

**Answer:** C

#### NEW QUESTION 72

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

**Answer:** D

#### NEW QUESTION 73

Which three are characteristics of Visual Workflow? Choose 3 answers

- A. Apex code must be used to update fields in the database.
- B. Elements can be used to pass data to legacy systems.
- C. Apex code must be used to pass data to legacy systems.
- D. Only one version of a flow can be activated at a time.
- E. Elements can be used to update fields in the database.

**Answer:** ABD

#### NEW QUESTION 74

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 75

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 76

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 77

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 81

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

#### NEW QUESTION 86

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 88

Universal Containers has a policy that requires all email traffic to remain within its firewall. Currently, the company has 200 support agents handling email from five different time zones on its legacy system.

When implementing Salesforce, what solution should a consultant recommend for this scenario?

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

**Answer:** A

#### NEW QUESTION 89

What approach should a Consultant use to ensure that Knowledge searches only display articles for a service agent's product specialization?

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

**Answer:** A

#### NEW QUESTION 91

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 93

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 94

Universal Containers email policy requires that all email traffic remain within its firewall. Currently, the company has 200 support agents handling email from five different time zones.

Which solution should a consultant recommend?

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

**Answer:** B

#### NEW QUESTION 95

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 97

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 98

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 101

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 103

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 106

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 111

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