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Salesforce Certified Service cloud consultant

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### QUESTION 1

Universal Containers wants to offer its customers interactive chat as well as Case processing. The same team of Service Representatives will be handling both types of communication from customers. Which solution should a Consultant recommend to ensure that Service Reps are only assigned an appropriate number of issues?

- A. Omni Channel
- B. Process Builder Assignment
- C. Live Agent
- D. Case Assignment Rules

Correct Answer: A

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### QUESTION 2

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.

Correct Answer: D

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### QUESTION 3

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

Correct Answer: A

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#### QUESTION 4

A company has implemented Salesforce Service Cloud. The company needs Key Performance Indicators (KPIs) to ensure that its customer support service center is profitable. Which three metrics can be used to help executive management understand service center costs? Choose 3 answers

- A. All open Cases by Priority
- B. All open cases by Channel
- C. All Cases closed Month-to-date
- D. Case resolution time
- E. All Cases by Customer

Correct Answer: ABD

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#### QUESTION 5

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

How can a Consultant implement the functionality with configuration?

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

Correct Answer: D

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#### QUESTION 6

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

Correct Answer: CD

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#### QUESTION 7

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 sandbox. Use a change-set to push the configuration to production for testing and training.
- C. Deploy the configuration from a sandbox to production during the next Salesforce version update so the system only goes down once.
- D. Configure the new app in developer org and use an unmanaged package to deploy to production.

Correct Answer: D

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#### QUESTION 8

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

What approach should a consultant recommend to meet these requirements?

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

Correct Answer: B

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#### QUESTION 9

Universal Containers has been testing an updated Service Console in a sandbox and is ready to move it to Production. Which deployment solution should a consultant use?

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

D. Manual configuration

Correct Answer: A

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**QUESTION 10**

The support manager at universal containers wants to see monthly historical metrics for first call resolution by call center and agent. Which reporting should consultant recommend

- A. Dynamic DASHBOARD by Call Center
- B. Reporting Snapshots by call center
- C. Report Subscriptions by call center
- D. Case report grouped by call center

Correct Answer: B

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**QUESTION 11**

Universal Containers initiates cases based on electronic transmissions from power units.

The case management process is as follows:

1.

A work order is submitted to a field service team to perform a technical review.

2.

After the technical review is closed, an agent needs to contact the customers to review the activities.

3.

Cases can only be closed after the customer review has been completed.

4.

Universal Containers needs to determine whether the work orders and customer contacts should be stored as child cases or on a related custom object.

Which three aspects should the consultant consider to meet these requirements?

Choose 3 answers

- A. Account team relationship to the primary contact
  - B. Case closure rules on the original case
  - C. Work order and customer contact escalation requirements
  - D. Visibility and access to the work order records
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E. Total number of account and contact records in the database

Correct Answer: BCD

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#### QUESTION 12

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

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

- A. 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.

Correct Answer: AB

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#### QUESTION 13

Universal Containers needs to improve Customer Satisfaction, Average Handle Time, and First Call Resolution KPI scores across their Customer Service, Technical Support, and Field Service Contact Centers. Which two items should a Consultant consider to improve the KPI scores? Choose 2 answers

- A. Service Console Knowledge Components
- B. Service Console Profile Assignments
- C. Data Categories and Article Actions
- D. Data Categories and Article Types

Correct Answer: AD

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#### QUESTION 14

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.

Correct Answer: D

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#### QUESTION 15

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

1.

Monitor Facebook fan page for new posts and comments from customers

2.

Link new posts and comments to an existing customer record

3.

Respond to posts from the existing Salesforce Console for Service

4.

Create and link social personas to contacts

What should a consultant recommend to meet these requirements?

A. Create a Lightning Platform app for Facebook monitoring.

B. Enable Social Customer Service.

C. Integrate Facebook to its existing Customer Community.

D. Enable Salesforce social profile on contacts.

Correct Answer: D

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