



## Salesforce

### Exam Questions Service-Cloud-Consultant

Salesforce Certified Service cloud consultant (SP19)

#### NEW QUESTION 1

Universal Container's agent's need to be more productive when cases. Agent want to send email to customers prior to violating an SLA based on three different SLA levels using macros.

What two solutions can a consultant suggest to meet the agent's requirements? Choose 2 answers

- A. Add multiple ELSE IF blocks after the IF block
- B. Add conditional logic to the instructions
- C. Create a formula to build the macro logic around
- D. Add a formula block to the macro

**Answer:** CD

#### 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 notify Support Managers when a new case have been untouched from more than two business days. Which approach should a consultant implement?

- A. Define case auto-response rules.
- B. Estabalish case assignment rules.
- C. Use Flow Builder to create a flow with scheduled path.
- D. Configure case escalation rules.

**Answer:** D

#### NEW QUESTION 4

A consultant has been hired to integrate a client's phone system with the Salesforce Service Console. What are two key considerations for this integration? Choose 2 answers

- A. CTI Adapter configuration
- B. Lightning Console enablement
- C. Call Center Definition File creation
- D. Service Console case creation configuration

**Answer:** AC

#### NEW QUESTION 5

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.

**Answer:** B

#### NEW QUESTION 6

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 7

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 8

The Vice President (VP) of Customer Support for Universal Containers has issued a mission statement that "We will empower our customers to interact with us in the way of their choosing." Universal Containers has recently deployed a new toll-free interactive voice response (IVR) system and knowledgebase. The VP has asked the management team to make additional system enhancements to fulfill this mission statement. Which three should the consultant recommend to achieve the mission statement? Choose 3 answers

- A. Replace the existing "Chat Now" button on the Customer Community with a toll-free phone number.
- B. Create a central "Contact Us" page which provides access to all available channels.
- C. Enforce that customers must search the knowledgebase before they can see the Contact Us page.
- D. Optimize the customer community for mobile devices to have access to the same support as desktops.
- E. Enable customers to be emailed FAQs by accessing the interactive voice response 24 hours per day.

**Answer:** BCD

#### NEW QUESTION 9

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 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

**Answer:** B

#### NEW QUESTION 10

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 13

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 15

Which feature should a Consultant recommend to allow a Tier 2 Service Representative to take over case processing from Tier 1 and know how far Tier 1 had progressed in troubleshooting?

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

**Answer:** B

#### NEW QUESTION 19

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 21

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 25

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 27

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 30

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 31

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 33

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 AppExdiange 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 34

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 35

Universal Containers provides Customer Support for two separate business operations. The cases managed for each operation have different steps and fields. Which three features could be implemented to support this? Choose 3 answers

- A. Omni-Channel
- B. Page Layouts
- C. Record Types
- D. Support Processes
- E. Article Types

**Answer:** ACD

#### NEW QUESTION 40

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 41

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 43

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 47

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 49

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 52

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

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

**Answer:** D

#### NEW QUESTION 56

Universal containers would like for articles to be suggested to agents based on information they are typing into the case. What solution should a consultant recommend?

- A. Create a salesforce console for service and enable the knowledge sidebar on the case page layout.
- B. Enable the knowledge sidebar setting in the case support settings.
- C. Create a visualforce page called knowledge sidebar on the case page layout.
- D. Enable the knowledge sidebar related list on the case page layout.

**Answer:** B

#### NEW QUESTION 58

Universal Containers (UC) wants to implement Service Cloud using Agile methodology. How should the consultant recommend delivering a successful implementation?

- A. set a cutoff date of 1.5 months before user acceptance testing for any change requests.
- B. Generate continuous feedback from the project team, and adjust the requirements and deliverables accordingly.
- C. Deliver the entire project simultaneously so as to present UC with a completed solution.
- D. Schedule a meeting with the UC executives at the start of the project to generate all the requirements.

**Answer:** B

#### NEW QUESTION 62

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 67

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