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 Lifecyle 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 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 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
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 5
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 6
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 7
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 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
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
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 l had progressed in troubleshooting?

A. Lighining Row Component
B. Lightning Guided Engagement
C. Service Console Macros
D. Path for Cases

Answer: B

NEW QUESTION 10
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 15
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 19
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 24

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 27
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 32
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 35
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 36
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 38
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 41
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 45
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 ;assignpermisisons to service agents
D. create a data category for each product assign data categories to service agents.

Answer: D

NEW QUESTION 46
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 51
After migration from Knowledge to Lightning Knowledge , Authors are unable to cretae FAQ article type , but can succefull create Install Notes article type.SupportMngers have confirmed that articles of type FAQ exist in production. How shoud a consultant correct this problem?

A. Grant Authors acess to FAQ artcle type
B. Set Article Or Wide to Public Read Write
C. Add Authors to the FAQ data category
D. Grant authors access to the FAQ records type

Answer: D

NEW QUESTION 55
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 58
Cloud Kicks (CK) has created hundreds of Knowledge articles about its products. The articles have been attached to dosed cases. A new product release will require changes to dozens of articles. After revising the articles, CK wants to see that a prior article version was associated with the closed cases.
What is the recommended method to meet the requirements?

A. Select Flag as new version' checkbox when publishing.
B. Use Smart Link to Article to select the prior version.
C. Enable Knowledge User for Service Agents.
D. Use the Clone option to create a new article.

Answer: B

NEW QUESTION 61
universal containers is implementing a customer community using the customer service template.One of the requiremnets 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 artciels in the community
C. Utilize topic tags for each product type
D. Set the visibility to the data categories

Answer: C

NEW QUESTION 64
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 65
Universal Containers wants to implement Knowledge to assist agents with the resolution of cases. Which three recommendations should a consultant make to meet this requirement? Choose 3 answers

A. Enable article customization for open cases.
B. Enable agents to create their own personal articles.
C. Enable suggested articles on new cases.
D. Enable article submission during case close.
E. Create an email template to send articles as PDF attachments.

Answer: CDE

NEW QUESTION 68
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 69
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 74
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 76
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

Answer: A

NEW QUESTION 80
Universal Containers has implemented KCS. Specific article types and categories require approval, both the Publish Articles action button and the Submit for Approval button are available on page layouts. Agents are forgetting to submit certain articles types for approval.
What should a consultant recommend to automate the approval process?

A. Workflow
B. Assignment rule
C. A Process Builder
D. Validation rule

Answer: C

NEW QUESTION 84
When Service Reps view a Case, they often need to see the Case History of other Cases for that same Account. How should a Consultant configure the Lighting Service Console to support this requirement?

A. Account tabs and Cases tab
B. Case tabs with Account subtabs
C. Account tab with Cases related list
D. Account tabs with Case Subtabs

Answer: C

NEW QUESTION 88
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 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 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 100
Cloud Kicks (CK) recently implemented Knowledge Centered Support to improve the expertise of its agents. The pilot focused on creating articles for the most common support topics. After the pilot, customer satisfaction has improved and average call time has decreased. To continue improving KPIs, CK wants to know where to focus its efforts next. Which Knowledge dashboard should a consultant use?

A. Most Revised Articles
B. Most Linked Articles
C. Top Articles sorted descending
D. Search Activity Gaps

Answer: B

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 consultnat 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 106
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 110
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 111
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