



Salesforce

Exam Questions Service-Cloud-Consultant

Salesforce Certified Service cloud consultant (SP19)

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NEW QUESTION 1

- (Exam Topic 1)

Universal Containers, a new Salesforce customer, needs its millions of consumers to have public access to Knowledge on its corporate website. The consumers also need the ability to login to create, update, and read historical cases.

Which product and license type would meet all of these requirements?

- A. Force.com Sites with Knowledge and Email-to-Case
- B. Visualforce and Self-Service Portal
- C. Force.com Sites with Knowledge and Web-to-Case
- D. Force.com Sites and High-Volume Customer Portal

Answer: D

NEW QUESTION 2

- (Exam Topic 1)

A contact center agent wants to leverage subject matter experts (SMEs) on Chatter to resolve a complex issue for a customer. What is the recommended solution to increase the involvement of SMEs and track the case to completion in Chatter?

- A. Follow the SMEs to receive automatic updates when they add case comments
- B. Bookmark all the comments related to the issue from SMEs
- C. Use hashtag (#) to track the customer case and SMEs comments
- D. @mention the SMEs on the case Chatter feed and follow the case

Answer: D

NEW QUESTION 3

- (Exam Topic 1)

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 4

- (Exam Topic 1)

Universal Containers is migrating from a legacy system to the service cloud. The company currently tracks entitlements as agreements in its legacy system. The legacy system will be archived and unavailable after go-live. Agents will need easy access to case information for the last one year.

- A. Migrate closed cases with milestones and entitlements
- B. Migrate open and closed cases with milestones and entitlements
- C. Migrate open and closed cases without milestones and entitlements
- D. Migrate closed cases to a custom read-only object

Answer: A

NEW QUESTION 5

- (Exam Topic 1)

Universal Containers would like to implement Omni Channel within Service Cloud for their representatives.; What is the first step an Administrator is required to perform in order to configure Omni Channel?

- A. Assign Users to Omni Channel permissions
- B. Enable Omni Channel by clicking Settings in Setup
- C. Assign Users to the Omni Channel Feature License
- D. Contact Salesforce to have Omni Channel enabled

Answer: B

NEW QUESTION 6

- (Exam Topic 1)

Universal Containers has scheduled a major upgrade to its Customer Community next month. The community is expected to be unavailable for approximately 8 hours. The executive team is concerned about how the upgrade and associated outage will impact customers. Which three measures should the Consultant recommend to ensure transparency during the upgrade process? Choose 3 answers

- A. Publish ongoing updates to the community knowledge base with details about the upgrade.
- B. Communicate information about the upgrade to customers in advance.
- C. Send routine status updates to customers via Chatter during the upgrade.
- D. Replace the default outage page with a custom page containing upgrade information.
- E. Notify customers once the upgrade is completed and full services are restored.

Answer: BDE

NEW QUESTION 7

- (Exam Topic 1)

The Universal Containers Contact Center has Customer Support Agents who speak Spanish and wants all cases where Spanish is the preferred language to be handled by these agents in real time. Universal Containers allows customers to contact agents through phone and chat.; Which solution should be implemented to support this?

- A. Case Auto -Response Rules
- B. Omni -Channel
- C. Case Assignment Rules
- D. Visual Workflow

Answer: B

NEW QUESTION 8

- (Exam Topic 1)

Universal Containers is considering a Knowledge-Centered Support (KCS) implementation. Which three benefits can be expected from KCS adoption? Choose 3 answers

- A. Increased call deflection
- B. Increased call routing accuracy
- C. Reduced issue resolution time
- D. Reduced support channels
- E. Optimized use of resources

Answer: CDE

NEW QUESTION 9

- (Exam Topic 1)

Universal Containers allows Agents to work remotely using a company -provided laptop, but does NOT control the quality of their internet service. Agents must be able to use live agent functionality remotely. Which two options should a Consultant recommend to ensure Agents can efficiently use this functionality? Choose 2 answers

- A. Ensure each laptop has a modern browser installed.
- B. Coach users on minimizing open console tabs.
- C. Allow the user to log into Live Agent from multiple browsers.
- D. Add additional components to the Lightning console.

Answer: AB

NEW QUESTION 10

- (Exam Topic 1)

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 10

- (Exam Topic 1)

Universal Containers will be launching a telesales contact center. What should be considered in the design? Choose 2 answers.

- A. Integration with Field service teams and apps
- B. Strategies to maximize call deflection
- C. Performance for high volume of interactions
- D. Integration with Lead Generation team and apps

Answer: CD

NEW QUESTION 15

- (Exam Topic 1)

Universal Containers requires that users have the ability to view specific cases, as determined by the product type field on the case. An email should be sent to the users when a case to which they have access is created or closed. What should a consultant recommend to meet these requirements? (Choose 2)

- A. Escalation rules
- B. Case teams
- C. Workflow rules
- D. Auto-response rules

Answer: BC

NEW QUESTION 16

- (Exam Topic 1)

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 17

- (Exam Topic 1)

Universal Containers uses social media to monitor new trends and issues that require a response by their community team. What solution should a consultant recommend to automate the creation of customer contacts and cases from universal containers social channels when negative product sentiment is expressed?

- A. Implement Salesforce Radian6 with filters against the company's Twitter account and assign new cases to Twitter queue
- B. Configure Salesforce Twitterforce and workflow rules for negative product sentiments that automatically create a contact and a case
- C. Configure Salesforce Social Hub workflow for negative sentiments that automatically creates a contact and a case
- D. Integrate Service Cloud with Google Analytics and use workflow rules for case and contact creation based on key values

Answer: A

NEW QUESTION 20

- (Exam Topic 1)

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

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

Answer: D

NEW QUESTION 21

- (Exam Topic 1)

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 22

- (Exam Topic 1)

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

Answer: AD

NEW QUESTION 25

- (Exam Topic 1)

Universal Containers' customer support management wants to provide proactive communications to customers who are likely to provide low customer satisfaction (CSAT) scores

Which two customer-related metrics should the customer support management analyze? Choose 2 answers

- A. High priority cases opened by account month-to-date
- B. Time spent by account year-to-date
- C. Escalated cases by account month-to-date
- D. New cases opened by account channel

Answer: AC

NEW QUESTION 27

- (Exam Topic 1)

Universal Containers recently implemented Service Cloud. The Support Manager notices that cases are being distributed unevenly across the team. What should the consultant recommend to address this problem

- A. Configure Case Assignment Rules to use Queues.

- B. Configure Omni-Channel Routing Model as Most Available.
- C. Configure Case Assignment Rules to use Users.
- D. Configure Omni-Channel Routing Model as Least Active.

Answer: B

NEW QUESTION 29

- (Exam Topic 1)

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 33

- (Exam Topic 1)

A customer-submitted case is routed to a service desk agent at Universal Containers. After the agent responds to the case, the agent realizes the customer is not eligible for support. Which solution should a consultant recommend to prevent this scenario from happening in the future?

- A. Add the entitlement related list to account page layouts.
- B. Add the entitlement lookup field to case page layouts.
- C. Add a Validation Rule that ensures each Case has an entitlement.
- D. Add a Validation Rule that ensures each Account has an entitlement.

Answer: A

NEW QUESTION 35

- (Exam Topic 1)

Universal Containers (UC) wants customers to be notified by email when their issue is resolved. The notification should contain a reference link in the form of their case number. The customer should be able to click the link and be redirected to the resolved case in UC's Community. Which three features must be configured to accomplish this? Choose 3 answers

- A. Email Alert
- B. Email Relay
- C. Email Template
- D. Assignment Rule
- E. Workfl

Answer: ACE

NEW QUESTION 40

- (Exam Topic 1)

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: A

NEW QUESTION 45

- (Exam Topic 1)

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 46

- (Exam Topic 1)

Universal Containers has implemented Service Cloud in its call center and wants to integrate it with its existing telephony system. All members of staff use a standard build for desktop computers and the IT department has indicated that they are unable to produce a custom desktop build for the call center staff. Which solution should a consultant recommend?

- A. Implement an adapter using the Telephony API.
- B. Move to a cloud -based telephony system.

- C. Implement an adapter built on Open CTI.
- D. Build an adapter using the telephony vendor's toolkit.

Answer: C

NEW QUESTION 49

- (Exam Topic 1)

Universal Containers is trying to reduce the amount of time support agents spend creating cases. The new method for 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. Omni-Channel routing
- B. Standard Email-to-Case
- C. Web-to-Case forms
- D. On-Demand Email-to-Case

Answer: B

NEW QUESTION 52

- (Exam Topic 1)

The Universal Containers sales team has been so successful in signing new customers that the support team is unable to provide same-day customer assistance. What should a consultant recommend to address this problem?

- A. Limit Customers to 5 Cases per day.
- B. Provide a self-help Customer Community.
- C. Add more support phone lines.
- D. Ask sales reps to respond to support Cases.

Answer: B

NEW QUESTION 55

- (Exam Topic 1)

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 58

- (Exam Topic 1)

Universal Containers wants to measure the efficiency of its contact center. Which three metrics should the contact center manager analyze? Choose 3 answers

- A. Number of open cases per day
- B. Number of new customers added
- C. Number of closed cases on first call
- D. Average number of days to close cases
- E. Number of cases escalated

Answer: ADE

NEW QUESTION 63

- (Exam Topic 1)

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 68

- (Exam Topic 1)

The Service Manager at universal Containers manages three teams. Each team provides support for the specific product. Agents have concerns about seeing search results for other products when searching the knowledge base. The service manager originally provided the teams with full access to the articles. Which solution will ensure each team sees only the relevant article type for their product?

- A. Create an article action for each record type and assign them to each team based on their product specialization
- B. Create a permission set for each record type and assign them to each team based on their product specialization
- C. Create a page layout for each article type and assign them to each team based on their product specialization
- D. Create a data category for each product and assign them to each team bases on their product specialization

Answer: D

NEW QUESTION 73

- (Exam Topic 1)

Which three processes are uses case for Visual Workflow? Choose 3 answers

- A. Cross-sell promotions for agents
- B. Decision-based troubleshooting for agents
- C. Assignment of email to a case queue based on subject
- D. Caller verification and creation of a new case
- E. Field validation during case creation

Answer: ABD

NEW QUESTION 76

- (Exam Topic 1)

Universal Containers (UC) hired in an expansion of the contact center. Getting agents up to speed and fully productive is a priority UC implemented a standardize agent-customer dialog to assist agents.

Which two features should a consultant integrate into the Service Console? Choose 2 answers

- A. Lightning Process Builder
- B. Interaction Log
- C. Lightning Row for Service
- D. Path for Cases

Answer: BC

NEW QUESTION 77

- (Exam Topic 1)

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 78

- (Exam Topic 1)

What is a recommended way to migrate data from an external system while ensuring that the data adheres to data quality rules established for the Salesforce org?

- A. Cleanse the data outside of Satesfbrce and then migrate the data.
- B. Use the Salesforce data loader to load and cleanse the data.
- C. Use the Salesforce import wizard to load and cleanse the data.
- D. Upload the data into Salesforce and then run data cleansing tools.

Answer: A

NEW QUESTION 79

- (Exam Topic 1)

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 m developer org and use an unmanaged package to deploy to production.

Answer: D

NEW QUESTION 80

- (Exam Topic 1)

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

Answer: ABD

NEW QUESTION 82

- (Exam Topic 1)

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 87

- (Exam Topic 1)

UC is concerned with system performance in its contact center because the number of records has exceeded 40 million. What platform functionality might be affected by the number of contact records?

- A. Contact list view edit time
- B. Contact report run time
- C. Contact view page load time
- D. Contact related list load time

Answer: B

NEW QUESTION 90

- (Exam Topic 1)

A Service Rep transfers a Live Agent Chat to another Rep. Which two things will happen?

- A. The Customer is shown the new Rep's name
- B. Both Service Reps can chat with the customer
- C. The chat transcripts and case are transferred
- D. The Customer doesn't know they were transferred

Answer: AC

NEW QUESTION 93

- (Exam Topic 1)

Universal Containers uses Live Agent to interact with customers. Service Reps complain that it takes too much time to end the chat and close the case. Which two features should a Consultant recommend to address this concern? Choose 2 answers

- A. Visual Workflow
- B. Lightning Guided Engagement
- C. Quick Text
- D. Macros

Answer: CD

NEW QUESTION 96

- (Exam Topic 1)

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

Answer: D

NEW QUESTION 100

- (Exam Topic 1)

Customer support agents want the ability to view customer related information along with case information on all cases except product related cases. For product related cases, the agents want to view product information alongside case information. How should the console be configured to satisfy this requirement?

- A. Configure both customer information and product related information under console components in the case page layout
- B. Hide the product related information if the cases are NOT product related.
- C. Train users to scroll through the case page layout to look for product related information or customer- related information based on case type
- D. Create separate record types and page layouts for product - related and other cases and configure console components to show customer - or product related information
- E. Assign record type based on case type
- F. Configure two consoles for agents: one for product related cases and for other case
- G. Allow agents to choose the console based on case type.

Answer: C

NEW QUESTION 101

- (Exam Topic 1)

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 106

- (Exam Topic 1)

Universal Containers (UC) is currently live with Sales Cloud and in the process of implementing Service Cloud. UC wants to create a sandbox to test its Service Cloud implementation with real Sales Cloud data.

Which three Sandbox types can be used to accomplish this?

- A. Partial Copy Sandbox
- B. Administrator Sandbox
- C. Developer Pro Sandbox
- D. Full Sandbox

Answer: ACD

NEW QUESTION 111

- (Exam Topic 1)

UC has discovered that the average time an agent takes to resolve a case has increased. What should a consultant recommend to help reverse this trend? Choose 2 answers.

- A. Track social sentiment across social media outlets
- B. Improve the training provided to existing agents
- C. Hire more agents for the contact centers
- D. Configure entitlements and milestones to enforce SLAs

Answer: BC

NEW QUESTION 115

- (Exam Topic 1)

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 118

- (Exam Topic 1)

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 122

- (Exam Topic 1)

A service manager has just configured chat at a company site. Now, the agents cannot see the chat footer components in the console. Which configuration option should be verified?

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

Answer: D

NEW QUESTION 125

- (Exam Topic 1)

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: BD

NEW QUESTION 130

- (Exam Topic 1)

Which two capabilities of Salesforce Knowledge ensure accurate content in Articles? Choose 2 answers

- A. Data Category to assign an Article Type to a Reviewer
- B. Validation Rules for Article Types to verify all fields during creation
- C. Knowledge Action to Publish an Article once the Article is approved
- D. Approval Process that assigns an Article to a Reviewer Queue

Answer: AB

NEW QUESTION 135

- (Exam Topic 1)

Universal Containers Call Center Agents have limited visibility to customer support levels, resulting in inconsistent response times and lengthened resolution times. Which two recommendations should a Consultant recommend to improve the agent experience and reduce response and resolution times? Choose 2 answers

- A. Configure Assignment Rules based on Case Priority.
- B. Add the Entitlements related list to the Account Page Layout.
- C. Create a Report of all active Entitlements grouped by Customers.
- D. Configure Success, Warning, and Violation Actions for Milestones.

Answer: AB

NEW QUESTION 137

- (Exam Topic 1)

Universal Containers wants to provide its resellers a secure portal where they can manage their customer accounts, submit and track the status of their cases, and view reports and dashboards.

Which solution should a consultant recommend?

- A. Employee Community
- B. Partner Community
- C. Reseller Community
- D. Customer Community

Answer: B

NEW QUESTION 142

- (Exam Topic 1)

Which solution can be used to improve call deflection?

- A. Knowledge base
- B. Community forum
- C. Assignment rules
- D. Web chat
- E. Case routing

Answer: D

NEW QUESTION 147

- (Exam Topic 1)

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 historical trending report type.
- B. Create a report using the case snapshot report type.
- C. Create a report using the case age report type.
- D. Create a report using the case lifecycle report type.

Answer: D

NEW QUESTION 148

- (Exam Topic 1)

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: B

NEW QUESTION 150

- (Exam Topic 1)

Universal Containers has activated Email-to-Case functionality to allow customers to correspond with support agents via email. Which options are available with Email-to-Case? (Choose 2)

- A. Only one inbound email address can be used for Email-to-Case
- B. Follow-up emails and attachments related to a case are attached to the case
- C. Assignment, escalation, and workflow rules are processed on inbound emails
- D. Follow-up emails related to a case will update the case comments

Answer: BD

NEW QUESTION 152

- (Exam Topic 1)

Universal Containers wants to create a process to verify that customers are eligible for support before a case is created. A consultant recommends using entitlement management to meet this requirement. Which benefit would be realized by using the entitlement management feature? Choose 2 answers.

- A. Ability to determine if a customer has escalated a case in the past
- B. Ability to specify unique service levels for each customer
- C. Ability to prompt callers for the service contract number within IVR menus
- D. Ability to enforce service levels with the time-dependent processes

Answer: BC

NEW QUESTION 155

- (Exam Topic 1)

The contact center manager at Universal Containers is concerned that the first call resolution rate for their team is too low and would like to see improvement in this metric. What should a consultant recommend to improve this metric?

- A. Skills -based routing
- B. Private branch exchange
- C. Workforce management
- D. Interactive voice response

Answer: A

NEW QUESTION 160

- (Exam Topic 1)

Universal Containers wants customers to have the ability to log cases with structured data and route based on Urgency and Product Line. How should a Consultant accomplish this?

- A. Standard Email-to-Case with assignment rules
- B. Lightning Email with web routing prioritization
- C. Omni-Channel with prioritized queues
- D. Standard Web-to-Case with assignment rules

Answer: A

NEW QUESTION 162

- (Exam Topic 2)

A Service Consultant has been asked to design a solution for Service Reps to communicate with customers via Twitter. What should the Consultant recommend implementing in the Lightning Service Console?

- A. The Social Feed
- B. A Twitter Macro
- C. The Case Feed
- D. A Custom Component

Answer: C

NEW QUESTION 165

- (Exam Topic 2)

The cost of service for Universal Containers' contact centers has steadily increased. What solution should a consultant recommend to help reduce the cost of service in the contact centers? Choose 2 answers.

- A. Enable Chatter for agent collaboration.
- B. Create auto response templates for emails.
- C. Enable Knowledge in a Service Cloud portal.
- D. Enable Ideas in a Service Cloud portal.

Answer: BC

NEW QUESTION 168

- (Exam Topic 2)

What method can NOT be leveraged to capture Cases in addition to via the Case tab?

- A. Email to Case
- B. Chatter feeds
- C. Customer Portal
- D. Self Service Portal

Answer: B

NEW QUESTION 173

- (Exam Topic 2)

Universal Containers is implementing the Salesforce Service Cloud in its contact center and has requirements listed below.

- * 2,000 agents are implemented globally 24/7 operations
- * Open case data will be migrated from a legacy system
- * New cases will be created in one system only

Which deployment method should be recommended?

- A. Migrate case data and deploy to all users at office
- B. Migrate agents to Force.com Connect Offline during deployment
- C. Deploy in phases using countries as pilots
- D. Deploy based on the number of trainers available

Answer: C

NEW QUESTION 176

- (Exam Topic 2)

Universal Containers needs to ensure it is staffing enough agents to answer calls at times of peak volume. In addition, the company needs to report on the metric listed below.

- * Average handle time (AHT)
- * Adherence to service level agreements (SLAs)

Which data source would Universal Containers need in order to gather this information? Choose 3 answers

- A. Automatic Call Distributor (ACD)
- B. Entitlements
- C. Workflow Management (WFM)
- D. Chat log history
- E. Interactive Voice Response (IVR)

Answer: AC

NEW QUESTION 178

- (Exam Topic 2)

The VP of Service at Universal Containers is looking for ways to reduce contact center costs. Which two metrics should the Consultant recommend? Choose 2 answers

- A. First Call Resolution
- B. Average Handle Time
- C. Service-Level Agreements
- D. Time to Answer

Answer: AB

NEW QUESTION 181

- (Exam Topic 2)

Universal Containers wants to track customer satisfaction (CSAT). Which solution will automate the process for support agents to survey customers when cases are closed?

- A. Enable the case survey object for the customer portal
- B. Utilize an AppExchange package to handle customer surveys
- C. Create a validation rule for case survey email templates
- D. Modify the user interface settings for the case survey sidebar

Answer: B

NEW QUESTION 183

- (Exam Topic 2)

Universal Containers needs to customize Salesforce to improve its Support Agents' experience so they can work more efficiently. Which two features requires Service Cloud?

- A. Open multiple case records as tabs and sub tabs
- B. Unique page layouts for each Case Record Type
- C. Utility Bar
- D. Access to Knowledge Articles

Answer: BD

NEW QUESTION 187

- (Exam Topic 2)

What solution should a consultant recommend while designing a plan to decrease a company's cost per call? (Choose 2)

- A. Increase the Call-to-Order ratio
- B. Use integrated voice response
- C. Bypass entitlement verification
- D. Use suggested Knowledge articles

Answer: BD

NEW QUESTION 192

- (Exam Topic 2)

Universal Containers wants to shorten the average call time in its contact centers by prompting the customers to enter customer number and identify their order and product information when they call for support. After providing this information, the customer should then have the option to speak a support agent if they still need help. Which system will help Universal Containers meet this requirement?

- A. Computer Telephony Integration
- B. Interactive Voice Response
- C. Automatic Call Distribution
- D. Order Management System

Answer: B

NEW QUESTION 197

- (Exam Topic 2)

Universal Containers' agents often need to access the same cases, contacts, and orders multiple times per day. What should a consultant recommend to meet this requirement?

- A. Create a custom list view for cases, contacts, and orders and pin them to the side bar.
- B. Enable the "Access Recent Items" user permission on the user profiles.
- C. Enable the "History" component within the Salesforce Console for Service.
- D. Embed a "Recent Items" Visualforce component into the Salesforce Console for Service.

Answer: C

NEW QUESTION 199

- (Exam Topic 2)

Universal Containers implemented Salesforce Knowledge two months ago. Now, the Help Desk manager wants to know if the agents are properly leveraging the new knowledge base. What metric can the manager use to measure the adoption of Knowledge? Choose 2 answers.

- A. Create a report that display the # of articles searched during the past 2 months
- B. Report displays # of articles associated to data categories during past 2 months
- C. Report that displays # of cases with articles attached during the past 2 months
- D. Report that displays # of new articles created during the past 2 months

Answer: AC

NEW QUESTION 203

- (Exam Topic 2)

A case has not been closed even after 30 days, but those cases can be closed in 7 days. What should the consultant do to overcome this? choose 2 options

- A. Use auto response rule to send an email
- B. Use escalation rule to send an email
- C. Supervisors to investigate those cases
- D. Identify those cases and assign to the closure team

Answer: CD

NEW QUESTION 204

- (Exam Topic 2)

What is a business continuity challenge in a cloud-based contact center that operates 24/7? Choose 2 answers

- A. Highly available telecom solution
- B. Periodic maintenance windows
- C. Server hardware infrastructure rebuilds
- D. System software restore after an outage

Answer: AB

NEW QUESTION 208

- (Exam Topic 2)

Universal Containers has basic field service requirements and has not yet deployed the Service Cloud. The company would like to automatically create a field service dispatch record and assign it to a queue when specific case criteria are selected by an agent working the case. Which solution will create and route the field service dispatch record when the case is saved?

- A. Use a workflow rule with an action

- B. Use a validation rule
- C. Use a case assignment rule
- D. Use an Apex trigger

Answer: A

NEW QUESTION 211

- (Exam Topic 2)

The Universal Container's customer support organization has implemented knowledge, knowledge centered support (KCS) in its call center. However, the call center management thinks that agents are not contributing new knowledge articles as often as they should. What could the company do to address this situation? (choose 2)

- A. Require agents to check a box on case when submitting a new suggested article
- B. Create a dashboard for articles submitted by agents & approved for publication
- C. Measure & reward agents based on the # of new articles submitted for approval
- D. Measure & reward agents based on the # of new articles approved for publication

Answer: BC

NEW QUESTION 214

- (Exam Topic 2)

A consultant is working on a Service Cloud implementation with a fixed budget and timeline. The analysis phase of the project has just been completed. Additional requirements were discovered that will result in the project exceeding timeline and budget constraints. What is the first step the consultant should take to address the issue?

- A. Adjust the dates in the project plan to account for the additional requirements and communicate the new timeline.
- B. Add development resources to the project team to build out the additional requirements.
- C. Adjust the project scope to accommodate new requirements and continue with the original project schedule
- D. Document the requirements gap and communicate development options to the project team

Answer: D

NEW QUESTION 216

- (Exam Topic 2)

All of the following objects may have a queue EXCEPT:

- A. Accounts
- B. Cases
- C. Leads
- D. Custom Objects

Answer: A

NEW QUESTION 217

- (Exam Topic 2)

Universal Containers had tech support and general customer teams that use unique service console applications. Which two configuration should a consultant use when deploying the console?

- A. Assign user to public group with access to the service console app
- B. Assign users a permission with access to the service console app
- C. Assign users a sharing rule with access to the service console app
- D. Assign users a profile with access to the service console app

Answer: BD

NEW QUESTION 220

- (Exam Topic 2)

A report shows average time spent by agents to resolve cases. Nine of twelve agents spend approximately the same time to resolve cases. However, Agent A has a much shorter average time to resolve cases and Agents B and C have a much longer average time to resolve cases. How can the supervisor use this data to drive greater consistency in average time spent by agents across the team? Choose 3 answers:

- A. Document and share the practices of Agent A with the team via knowledge articles
- B. Lower the target for entire team to that of Agent A
- C. Review case history and activities for Agents B and C
- D. Build a dashboard to display individual performance by agent versus the team goal
- E. Update case assignment rules to route more cases to Agent A

Answer: ACD

NEW QUESTION 222

- (Exam Topic 2)

A consulting firm has been retained to implement a new Service Cloud platform for a company. This company requires quick iterations and a speedy project completion. The company has requested frequent project updates for check-ins and refinement. Which methodology should the Consultant recommend to meet the given requirements?

- A. Kanban
- B. Lightning Platform

- C. Agile
- D. Waterfall

Answer: C

NEW QUESTION 223

- (Exam Topic 2)

A Contact Center Manager is implementing a new customer care program and wants to specifically measure customer loyalty. Which measure can satisfy this requirement?

- A. Customer Satisfaction
- B. Customer Engagement Score
- C. Net Promoter Score
- D. Service-Level Measure

Answer: C

NEW QUESTION 228

- (Exam Topic 2)

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

Answer: C

NEW QUESTION 232

- (Exam Topic 2)

What are two design considerations for a Live Agent implementation? Choose 2 answers

- A. Chat Visitor Browser
- B. Chat Window Title
- C. Chat Character Limit
- D. Idle Connection Timeout

Answer: AD

NEW QUESTION 235

- (Exam Topic 2)

What can universal containers do to reduce costs and immediately improve contact center agent productivity choose 2

- A. Streamline the agent interface.
- B. Enable templates for written responses.
- C. Offer supports through Facebook and twitter.
- D. Implement team productivity dashboards.

Answer: AB

NEW QUESTION 236

- (Exam Topic 2)

The Contact Center at Universal Containers wants to increase its profit margins by promoting call deflection within Service Cloud.

Which two solutions should a Consultant recommend? Choose 2 answers

- A. Knowledge Base
- B. Customer Community
- C. Automatic Call Distribution
- D. Service Cloud Console

Answer: AB

NEW QUESTION 241

- (Exam Topic 2)

In the telesales contact center, Universal Containers has three-step and five-step order process, contingent on the type of product sold. Which approach should be used to optimize the order process? Choose 2 answers

- A. Use Visualforce to create a wizard for each process
- B. Organize the fields on the page layout to match each process
- C. Use Visual Workflow to streamline the process
- D. Create a custom object for each step in the process

Answer: BC

NEW QUESTION 244

- (Exam Topic 2)

What is a benefit of a customer community? Choose 2 answers.

- A. Eliminates the need to track service level agreements
- B. Reduces incoming call volume
- C. Enables customers to log inquiries without contacting an agent
- D. Eliminates the need for support agents

Answer: BC

NEW QUESTION 246

- (Exam Topic 2)

Universal Containers wants to implement Omni Channel within Service Cloud for its representatives. What is the first step required to configure Omni Channel?

- A. Enable Omni Channel in Setup.
- B. Assign Users to the Omni Channel Feature License.
- C. Assign Users to Omni Channel permissions.
- D. Contact Salesforce to have Omni Channel enabled.

Answer: A

NEW QUESTION 249

- (Exam Topic 2)

Universal Containers has implemented Salesforce Service Cloud with the goal of reducing the number of escalated cases for contact center. What metric should a contact center manager use to analyze this?

- A. Percent of cases closed with an attached article
- B. Percent of cases closed meeting the defined SLA
- C. Percent of cases closed with chatter posts
- D. Percent of cases closed on first contact

Answer: B

NEW QUESTION 253

- (Exam Topic 2)

The Service Manager at Universal Containers wants to improve the adoption of public Knowledge Articles and has decided to review published articles that have NOT been updated in the last 90 days, so that out-of-date articles can be refreshed. Which solution will allow the Service Manager to see the articles that need to be reviewed?

- A. Provide the Service Manager with edit permissions to the standard Knowledge Article views.
- B. Provide the Service Manager with edit permissions to the standard Knowledge Article reports.
- C. Create a custom report for Knowledge Articles that filters the results based on publication status and last modified date.
- D. Create a custom list view for Knowledge Articles that filters the results based on publication status and last modified date.

Answer: C

NEW QUESTION 254

- (Exam Topic 2)

You're working on a sales presentation for your customer - Universal Paper, you might want to add the topic #universal paper in your status update. What does the hashtag do?

- A. Returns a link that returns a post with the same reference
- B. Tag another chatter user
- C. Deletes posts

Answer: A

NEW QUESTION 259

- (Exam Topic 2)

Universal Containers wants to deploy Live Agent as a new support channel, and wants its Support Agents to be able to respond to chats quickly. Which two features should a Consultant recommend? Choose 2 answers

- A. Configure LiveMessage
- B. Activate quick test
- C. Create quick actions
- D. Deploy Pre-Chat form

Answer: BD

NEW QUESTION 264

- (Exam Topic 2)

Contact Center management must be notified whenever an Open Case has not been touched for 24 hours. Which feature should a Consultant use to meet this requirement?

- A. Process Builder Scheduled Actions
- B. Time-based Workflow Rules

- C. Scheduled Reports
- D. Milestone Actions

Answer: C

NEW QUESTION 267

- (Exam Topic 2)

What is a benefit of a quality monitoring system? Choose 2 answers

- A. Lower the average speed of answer (ASA)
- B. Teach new agents how to handle difficult situations
- C. Enforce a consistent standard of service for customer interaction
- D. Capture inappropriate word usage and generate reports

Answer: CD

NEW QUESTION 271

- (Exam Topic 2)

Universal Containers CFO is looking for ways to reduce contact center costs. Which customer service metric should the CFO monitor to reach the budget goals? (Choose 2)

- A. First call resolution
- B. Average handle time
- C. Upsell percentage
- D. Customer retention

Answer: AB

NEW QUESTION 275

- (Exam Topic 2)

Universal Containers plans to migrate data into SFDC from a legacy system. Which step should be taken before performing the migration of the data (Choose 2)?

- A. Normalize database
- B. Perform data cleaning
- C. Enable data validation rules
- D. Develop data map

Answer: BD

NEW QUESTION 276

- (Exam Topic 2)

A company has these requirements for dealing with Cases:

- Handled efficiently and by the right agents
- Distributing the load so that agents do NOT have to manually select the next Case to work Which two Omni-Channel features will assist in this routing and distribution? Choose 2 answers

- A. Route to agents with the most cases closed for that topic.
- B. Route to agents staffing the assigned overflow queues.
- C. Route to agents with the least amount of active assigned work.
- D. Route to agents with the most capacity to take on new work.

Answer: CD

NEW QUESTION 277

- (Exam Topic 2)

Which technology will allow a client to enable ideas on a public website? There are two correct answers.

- A. Force.com Sites
- B. Customer portalPartner portal
- C. Self-service portal
- D. Partner portal
- E. Force.com Web Services API

Answer: AE

NEW QUESTION 281

- (Exam Topic 2)

Universal containers want to identify potential delays in the customer support process. Which metric should the contact center management analyze? (Choose 1)

- A. Case volume by channel.
- B. Cases created by type.
- C. Open cases by reason.
- D. Average case stage duration.

Answer: D

NEW QUESTION 283

- (Exam Topic 2)

Universal Container wants to measure the efficient of its Contact Center. Which three metrics should the contact center manager analyze?

- A. Number of Closed cases on first call
- B. Average Number of days to close cases
- C. Number of open cases per day
- D. Number of cases escalated
- E. Number of new customers added

Answer: BCD

NEW QUESTION 284

- (Exam Topic 2)

Which case submission process leverages Apex email services?

- A. Web-to-Case
- B. Email-to-Case
- C. On-demand Email-to-Case
- D. Case submitted using chat

Answer: C

NEW QUESTION 287

- (Exam Topic 2)

A Global company requires public documents to be translated into multiple languages. Which implementation should the consultant recommend?

- A. Lightning Knowledge
- B. Classic Knowledge
- C. Salesforce Content
- D. Salesforce Files

Answer: B

NEW QUESTION 288

- (Exam Topic 2)

Which of the following utilize the "Automated Case User" (Choose 3 answers):

- A. When a case is automatically assigned using assignment rules this user is listed in the case history
- B. When an email notification is triggered via workflow this user is listed in the case history
- C. When a case is escalated this user is listed in the case history
- D. When a case is created via Web-To-Case this user is listed in the case history
- E. When a case is created via Email-To-Case this user is assigned as the case owner

Answer: ACD

NEW QUESTION 291

- (Exam Topic 2)

Which support channel requires the smallest amount of agent work time?

- A. Web to case
- B. Email to case
- C. Web self service
- D. Chat

Answer: C

NEW QUESTION 292

- (Exam Topic 2)

UC has a telemarketing contact center with agents who cold-call prospects and follow-up on prospects that have been routed to them. Which metric should UC consider when designing the contact center? Choose 2 answers.

- A. Number of outbound calls per day
- B. Number of closed cases
- C. Number of lead referrals
- D. Number of attempts to contact

Answer: AD

NEW QUESTION 296

- (Exam Topic 2)

For which purpose should a contact center use Visual Flow?

- A. To assign follow-up tasks to an agent one week after a case is closed.
- B. To automatically assign cases to a specific queue based on the customer support level
- C. To escalate to the support manager if it has been open for more than 72 hours
- D. To automate business processes for agents who troubleshoot customer support issues via phone

Answer: D

NEW QUESTION 298

- (Exam Topic 2)

Universal Containers assigns its contact center agents to certain interaction channels and would like to optimize the agents' desktop based on their assigned interaction channels.

What is the best solution?

- A. Create multiple agent console applications and configure the layout based on the user's requirements.
- B. Create multiple Salesforce Console for Service applications and configure them based on user's requirements.
- C. Create case page layouts for each interaction channel and assign them to different agent profiles.
- D. Create a Salesforce Console for Service layout and allow the agents to drag and drop the components they need.

Answer: B

NEW QUESTION 299

- (Exam Topic 2)

Universal Containers (UC) has hired a consulting firm to implement its new Service Cloud platform and requires quick iterations and a speedy project completion. UC has requested frequently project updates for check-ins and refinement.

Which methodology should the Consultant recommend given the requirements?

- A. Force.com IDE
- B. Agile
- C. Kanban
- D. Waterfall

Answer: B

NEW QUESTION 302

- (Exam Topic 2)

Universal Containers' support team requires its customers to submit their support inquiries via free form email (Outlook, Gmail, Yahoo, etc). Additional requirements are listed below:

- Support attachments up to 30 MB per inquiry
- Over 10,000 inquiries per day

What solution should a consultant recommend to meet these requirements?

- A. Email-to-Case
- B. Customer Chatter groups
- C. Web-to-Case
- D. On-Demand Email-to-Case

Answer: A

NEW QUESTION 303

- (Exam Topic 2)

A support agent has a detailed question about product functionality. The agent needs to access a real-time response from internal subject matter experts. Which feature will help the support agent send this question to the right group of people?

- A. Mass Email
- B. Chatter Groups
- C. Public Groups
- D. Escalation Rules

Answer: B

NEW QUESTION 308

- (Exam Topic 2)

When a Self Service Portal User adds a Case Comment the following actions take place:

- A. An email is automatically sent to the case owner
- B. A Workflow rules is activated
- C. An Assignment Rule is Activated
- D. None of the above

Answer: A

NEW QUESTION 309

- (Exam Topic 2)

A company has created a new onboarding process. An Agent must create ten open activities that align to a step of this onboarding experience. Creating these activities can take up to 20 minutes each to complete.

What should the Agent recommend to minimize costs?

- A. Assign a single agent to create the activities on all new onboarding cases.
- B. Provide a macro that will automatically create the activities when executed.
- C. Add an object-specific custom quick action to create new activities.
- D. Hire a certified developer to write an apex trigger that creates each new activity.

Answer: B

NEW QUESTION 312

- (Exam Topic 2)

A new customer to Salesforce is considering implementing a customer portal. The customer has millions of users and plans to evaluate a high-volume customer portal.

What is a key consideration when configuring a customer portal?

- A. Users cannot own records
- B. Users can download and view content
- C. Users are not associated with a role in the hierarchy
- D. Users can be part of a case team

Answer: C

NEW QUESTION 313

- (Exam Topic 2)

When migrating data from an older system to a new one, what steps should be taken? Choose 2 answers.

- A. Data Cleansing
- B. Data Normalization
- C. Activate data validation rules
- D. Data mapping

Answer: AD

NEW QUESTION 317

- (Exam Topic 2)

UC's service center needs to provide support for a new product line. The product manager would like to be notified whenever a customer reports a new defect.

Which solution should a consultant recommend to meet this requirement?

(choose 1 answer)

- A. Use an escalation rule to move cases into the product manager queue
- B. Use Chatter case feed and case teams to monitor cases
- C. Use an assignment rule to assign new cases to the product manager
- D. Use a workflow rule to send an email to the product manager

Answer: D

NEW QUESTION 321

- (Exam Topic 2)

Which statement is true regarding the Salesforce CTI adapter? Choose 3 answers

- A. It acts as an intermediary between telephony systems, the salesforce Call Center application, and Salesforce user interface
- B. It is a server-based software program that controls the appearance and behavior of a Salesforce SoftPhone
- C. It is based on the Salesforce CTI Toolkit and consists of source code, libraries, and files
- D. Prebuilt CTI adapters for different telephony systems are available on the Force.com AppExchange
- E. It does NOT require a software install for each call center user on a Windows-based PC.

Answer: ACD

NEW QUESTION 325

- (Exam Topic 2)

A Service Manager has recently implemented Salesforce Knowledge. Which three metrics should the Manager use to measure the success of the implementation? Choose 3 answers

- A. Number of Chatter files attached to cases.
- B. Number of published article views.
- C. Number of articles associated to cases.
- D. Number of content packs attached to cases.
- E. Number of successful keyword searches.

Answer: ACE

NEW QUESTION 330

- (Exam Topic 2)

Universal Containers is implementing a call center using CTI (Computer-telephony integration). Which three items, at a minimum, must be implemented and deployed to ensure success? Choose 3 answers

- A. Configure call center definition
- B. Deploy Call Center Directory
- C. Install CTI adapter using open CTI
- D. Configure IVR auto response
- E. Assign users to a call center

Answer: ACE

NEW QUESTION 334

- (Exam Topic 2)

Universal Containers would like to implement a solution to hold service reps accountable to customer service level Agreements. Which two steps are necessary to satisfy this requirement? Choose 2 answers

- A. Set up Milestones.
- B. Enable Work Orders.
- C. Create an Entitlement Process.
- D. Configure Service Contracts.

Answer: AC

NEW QUESTION 336

- (Exam Topic 2)

A company provides customer support for new products and for routine maintenance of existing products. These cases have many identical stages and fields, however, the maintenance cases are unique and have additional stages and fields that need to be captured. Which two features would meet this requirement? Choose 2 answers

- A. Record Types
- B. Support Processes
- C. Approval Processes
- D. Support Types

Answer: AB

NEW QUESTION 338

- (Exam Topic 2)

UC is in the process of implementing Service Cloud. In which order should the data be migrated?

- A. Users, accounts, contacts, cases
- B. Accounts, contacts, cases, users
- C. Users, contacts, accounts, cases
- D. Accounts cases, users, contacts

Answer: A

NEW QUESTION 343

- (Exam Topic 2)

An outsourced contact center is losing part-time agents to a nearby contact center that promotes flexible scheduling. Which method can be used to improve agent retention? Choose 2 answers:

- A. Mix telephony interactions with email and chat
- B. Extend benefits to part-time agents
- C. Provide additional training on tools and process
- D. Allow shift trading between agents

Answer: BD

NEW QUESTION 347

- (Exam Topic 2)

Which Statement is true regarding Salesforce Chatter Answers? Choose 3 answers

- A. Answers can be exposed to partner portal users
- B. External users can subscribe to Answers
- C. Escalate a question to a case
- D. Knowledge articles can be created from Answers
- E. Select best answers for questions.

Answer: CDE

NEW QUESTION 348

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