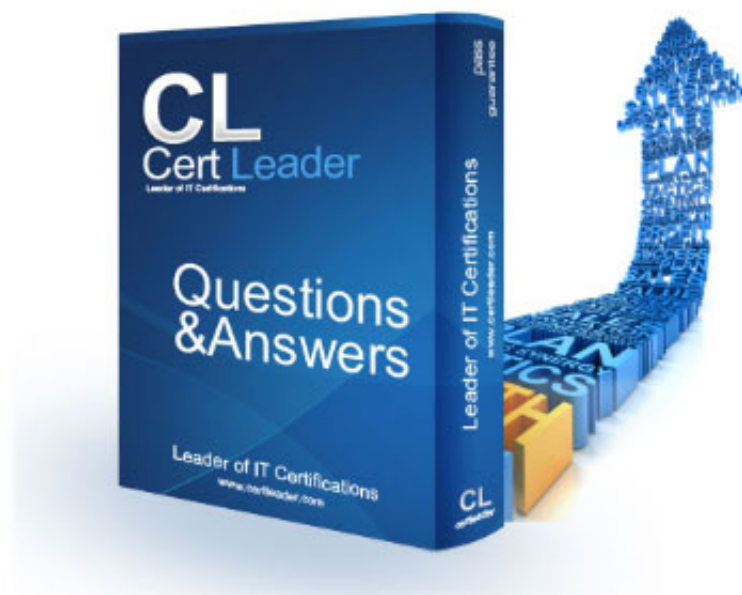


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NEW QUESTION 1

- (Exam Topic 1)

Universal Container's customers like speaking to a live support agent on complex product issues. This causes a heavy amount of phone calls and customers complain about the hold time.

What functionality should the consultant recommend implementing to resolve this issue?

- A. Contact Requests
- B. Social Customer Service
- C. Embedded Chat Window
- D. Open CT1

Answer: C

NEW QUESTION 2

- (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 3

- (Exam Topic 1)

What is a common deflection technique to reduce the number of interactions for a contact center? Choose 2 answers.

- A. Recommend articles during a call for a support agent
- B. Suggest articles for a web-to-case question
- C. Suggest articles for an email-to-case question
- D. Recommend articles prior to a Live Agent session

Answer: BD

NEW QUESTION 4

- (Exam Topic 1)

Support engineers need to see a complete chronological list of field edits to a case, associated emails, case comments, and field edits to related objects in a single view while working on a case. How should this requirement be met?

- A. Create a custom related list on the case.
- B. Create a custom view on the Case tab.
- C. Create a custom Visualforce page.
- D. Create a custom report.

Answer: C

NEW QUESTION 5

- (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 6

- (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 7

- (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 8

- (Exam Topic 1)

Sales engineer needs visibility to list field edits, emails, case comments, and related objects on ONE page. How can this be achieved?

- A. Customer view of case tab
- B. Custom Visual force page
- C. Custom report
- D. Custom related list

Answer: B

NEW QUESTION 9

- (Exam Topic 1)

A client's Support Call Center has seen an increase in call volume on a new product line. The agents are having problems resolving issues and have been escalating to Tier 2 for support.

Which action should be taken to reduce the call volumes and escalations?

- A. Create Knowledge Articles and publish internally and publicly.
- B. Configure IVR routing to bypass Tier 1 for the product line.
- C. Configure Omni-channel to assign cases directly to Tier 2.
- D. Create a dashboard to track and manage call volumes by type.

Answer: A

NEW QUESTION 10

- (Exam Topic 1)

The Support Manager at Universal Containers wants to improve visibility to cases across the organization and has decided that Product Managers should be more involved in the case management process. The Support Manager has created predefined case teams for each product and trained Support Agents to add the appropriate case team to each case. Which two solutions will allow Product Managers to quickly see and review the cases that are created for their products? Choose 2 answers

- A. Create a case queue for all created or updated cases.
- B. Create a case report that displays all created or updated cases.
- C. Create an email alert notification for Case Teams.
- D. Create a case list view that is filtered by My Case Teams.

Answer: AC

NEW QUESTION 10

- (Exam Topic 1)

A company is changing its case management system to Salesforce. All active accounts, contacts, and closed cases for the past 5 years must be migrated to Salesforce for go-live.

Which approach should be used for the data migration?

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

Answer: D

NEW QUESTION 14

- (Exam Topic 1)

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 18

- (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 23

- (Exam Topic 1)

A company wants to publish Knowledge articles to its Customer Community. The articles should be organized for easy navigation by Community members. What should a Consultant recommend?

- A. Define Article Types with Public Sharing Settings.
- B. Define Data Categories with Custom Visibility.
- C. Define Topics for each Knowledge article.
- D. Define a Custom Field to identify the Subject.

Answer: C

NEW QUESTION 27

- (Exam Topic 1)

Universal Containers recently implement 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 30

- (Exam Topic 1)

Universal Containers runs a support operation with multiple call centers. The Support Manager wants to measure first-call resolution by call center location, agent, and calendar month.

Which reporting solution should the Consultant recommend?

- A. Create a list view report that includes fields for call center location, agent, calendar month, and first-call resolution.
- B. Create a reporting snapshot that includes fields for call center location, agent, calendar month, and first-call resolution.
- C. Create a joined report that includes fields for call center location, agent, calendar month, and first-call resolution.
- D. Create a matrix report that includes fields for call center location, agent, calendar month, and first-call resolution.

Answer: D

NEW QUESTION 35

- (Exam Topic 1)

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

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

Answer: C

NEW QUESTION 38

- (Exam Topic 1)

What are benefits of deploying Knowledge in a high volume Service Cloud portal? (Choose 2)

- A. Replaces the need for an email channel
- B. Eliminates tracking of customer entitlements
- C. Uncovers gaps in the knowledge base
- D. Reduces incoming call volume

Answer: CD

NEW QUESTION 43

- (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 44

- (Exam Topic 1)

The Universal Containers contact center offers support via email, the Internet, and a Community. The contact center manager wants to demonstrate the success of recent self-service initiatives to executive management. What report should the contact center manager present to executive management? Choose 2 answers

- A. Average call handle time by team
- B. Number of cases created using portal
- C. Number of cases closed by a self-service user
- D. Number of IVR inquiries without agent involvement

Answer: BC

NEW QUESTION 45

- (Exam Topic 1)

Which two configuration steps are required before quick actions can be used in Macros?

- A. Global Actions needs on the publisher layout.
- B. Quick Actions must be enabled in the org.
- C. The specific quick action must be added to the case Feed.
- D. The specific quick action must be added to the case record Type.

Answer: BC

NEW QUESTION 46

- (Exam Topic 1)

Universal Containers recently deployed a Salesforce Knowledge implementation, but is looking to evaluate the quality of the articles being produced. What should the Consultant recommend to gather information on Knowledge article usefulness?

- A. Contact Salesforce to send a report on article efficacy.
- B. Send out a monthly survey to customers requesting feedback.
- C. Install Knowledge Base Dashboards and Reports AppExchange package.
- D. Create a group of super users that will evaluate and manage articles.

Answer: C

NEW QUESTION 51

- (Exam Topic 1)

UCs is implementing Salesforce Knowledge at its contact center. The contact center has a dedicated support team for each product that it supports. Contact center agents should only be able to view articles for the product they support. What solution should a consultant recommend to meet this requirement?

- A. Assign team-based roles to the associated product article types
- B. Assign team-based profiles to the associated product article types
- C. Assign team-based roles to the associated product data category value
- D. Assign team-based profiles to the associated product data category value

Answer: C

NEW QUESTION 52

- (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 56

- (Exam Topic 1)

Universal Containers wants to deploy the Service Cloud to its contact centers located across North America, Europe, and Asia. The company wants standardized contact center processes and reporting implemented in its centers worldwide. Which approach should a consultant recommend in this scenario?

- A. Assign a global team of experienced agents and leaders to create a common design template and report structure.
- B. Assign teams in each major contact center to design a solution unique to its needs and have an analyst build a combined report.
- C. Recommend utilizing out-of-the-box functionality to reduce cost and ensure one worldwide process and reporting.
- D. Recommend that the VP of Worldwide Support design a global template to provide a clear vision and tandardization.

Answer: A

NEW QUESTION 59

- (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 63

- (Exam Topic 1)

Which feature should a consultant configure to allow global service reps to call customers from within the lightning service console?

- A. Open CTI
- B. Lightning dialer
- C. Local presence
- D. Macros

Answer: B

NEW QUESTION 65

- (Exam Topic 1)

Which two solutions can be used to enable agents to manage multiple cases at the same time when designing a Contact Center? Choose 2 answers

- A. Interactive Voice Response
- B. Computer Telephone Integration
- C. Social Customer Service
- D. Live Agent

Answer: CD

NEW QUESTION 69

- (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 70

- (Exam Topic 1)

Universal Containers is setting up a field service dispatch contact center. Which functionality should be considered when designing the contact center? (Choose 2)

- A. Chatter groups for customer
- B. Mobile access to case information
- C. Visibility into service entitlements
- D. Predictive dialer for outbound calls

Answer: BC

NEW QUESTION 71

- (Exam Topic 1)

Universal container support manager wants to share product specific information with their customers using communities. Choose 3 Answers

- A. Publish articles to external channels
- B. Assign article types to the communities
- C. Enable public solutions.
- D. Configure content library permissions
- E. Enable article deliveries

Answer: ABC

NEW QUESTION 75

- (Exam Topic 1)

How should a Consultant provide Suggested Article functionality to Lightning Service Console users?

- A. Add the Knowledge Component to the Service Console.
- B. Add the Knowledge tab to the Console app.

- C. Create email templates with Knowledge Articles attached.
- D. Add the Suggested Article widget to the Case page layout.

Answer: A

NEW QUESTION 79

- (Exam Topic 1)

Support Managers have requested the ability to provide real-time feedback to Agents during customer chat sessions. What feature should a consultant configure to meet this requirement?

- A. Push Notifications
- B. Case Feed
- C. Omni-channel Supervisor
- D. Next Best Actions

Answer: C

NEW QUESTION 82

- (Exam Topic 1)

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 87

- (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 89

- (Exam Topic 1)

What are three considerations when adding a report chart to a Console Component? Choose 3 answers

- A. The report chart is added to the Page Layout.
- B. The report is shared with a Chatter Group.
- C. The report is a Summary or Matrix report.
- D. The report contains a chart.
- E. The report has a standard Report Type.

Answer: CD

NEW QUESTION 91

- (Exam Topic 1)

UC has a three-tiered contact center. Cases are routed to Tier 1 or Tier 2 based on severity, priority, complexity, or SLAs. Cases are assigned to Tier 3 only if they are escalated by Tier 1 and Tier 2. How can UC measure case escalation?

- A. Create a case report to show all cases across tiers filtered by an escalation flag.
- B. Create an approval process to ensure only the appropriate cases get escalated.
- C. Create a case report to show the number of cases for each tier and sort them by case owner.
- D. Create a custom trigger to generate history when cases get escalated between tiers.

Answer: A

NEW QUESTION 94

- (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 99

- (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 104

- (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 109

- (Exam Topic 2)

Universal Containers is training a new set of Service Reps. Part of the training includes handling Live Agent chats from customers. However, it is important that contact center managers monitor the chat sessions to ensure the Service Reps' responses are professional and accurate and to be able to assist when needed. What Lightning Console feature should a Consultant configure to support this need?

- A. Configure Omni-Channel Supervisor tab and 3rd party access.
- B. Configure Live Agent Supervisor tab and Whisper Messages.
- C. Add the Live Agent Component to the Utility bar.
- D. Configure the SOS snap-in for the Lightning Service Console.

Answer: B

NEW QUESTION 111

- (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 116

- (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 117

- (Exam Topic 2)

From any queue list view, users can take ownership of one or more cases if: (Choose 3 answers)

- A. They are members of that Queue
- B. They have a Contact Manager Profile
- C. If the OWD for sharing cases is Public Read/Write/Transfer
- D. They are higher in the Role Hierarchy than a Queue Member
- E. All of the above

Answer: AD

NEW QUESTION 118

- (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 119

- (Exam Topic 2)

A customer has a detailed question about product functionality. The customer would like access to expert customer subject-matter experts, and real-time access to company IT support experts. Which features will best help the customer? Choose 2 answers.

- A. Mass email
- B. Communities
- C. Public groups
- D. Salesforce Chat

Answer: BD

NEW QUESTION 120

- (Exam Topic 2)

Universal Containers wants articles to be suggested to agents based on information they are typing into the case. Which solution should a consultant recommend?

- A. Implement a Salesforce Console for Service and enable the Knowledge sidebar on the case page layout.
- B. Enable the Knowledge sidebar related list on the case page layout.
- C. Enable the Knowledge sidebar setting in the case support settings.
- D. Create a Visualforce page called Knowledge sidebar on the case page layout.

Answer: D

NEW QUESTION 125

- (Exam Topic 2)

How is the hash mark (e.g., #salesforce) used in chatter?

- A. Ties the Chatter message to a topic
- B. Indicates a clickable URL hyperlink
- C. Indicates the name of a group in which to place the Chatter message
- D. Links the Chatter message to Twitter

Answer: A

NEW QUESTION 127

- (Exam Topic 2)

Which contact center type is most likely to implement Information Technology Infrastructure Library (ITIL) to align with industry best practices?

- A. Information Technology (IT) help desk
- B. Telesales center
- C. Human Resources (HR) help desk
- D. Telemarketing center

Answer: A

NEW QUESTION 129

- (Exam Topic 2)

Universal Health Service is setting up Knowledge in its contact center for agents so they can research articles while taking calls. The company needs to migrate the existing knowledge base of documents and images into Salesforce. Which step will be required for the implementation? Choose 3 answers

- A. Create multiple CSV files, one for each article type
- B. Create HTML files referencing image to be uploaded
- C. Match each new article to an existing article type
- D. Create a single CSV file, including all article types
- E. Load all articles with the Apex data loader tool

Answer: ABC

NEW QUESTION 130

- (Exam Topic 2)

The Service Desk at Universal Containers is considering implementing a Service Console and is considering using Lightning Experience. Which three features are available only in Classic? Choose 3 answers

- A. Dynamic list updates
- B. Quick Text
- C. Multi-monitor support

- D. Keyboard Shortcuts
- E. Case hover

Answer: ACD

NEW QUESTION 134

- (Exam Topic 2)

Why would customer upgrade from self-service to customer portal (Choose 3)?

- A. Access to custom objects
- B. Branded site
- C. Simpler and easier to configure
- D. Better reporting

Answer: ABD

NEW QUESTION 139

- (Exam Topic 2)

Universal Telco sells and supports a line of smart phones. The company offers support via phone, email-to-case, web-to-case, and a customer portal. The call center manager is incented to drive support through customer self-service. Which report should be included on the manager's dashboard? Choose 3 answers

- A. Number of Portal Logins per Day
- B. Knowledge Article Usage
- C. Average Call Handle Time
- D. Cases by Support Channels
- E. Escalated Calls

Answer: ABD

NEW QUESTION 141

- (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 146

- (Exam Topic 2)

Which two areas can an Administrator make Open CTI features available to users when building a Lightning App using the App Manager? Choose 2 answers

- A. On a utility bar of the Lightning App
- B. On a record Highlights Panel
- C. On a record Activity Feed list
- D. On the Calendar right hand panel

Answer: C

NEW QUESTION 150

- (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 152

- (Exam Topic 2)

Open CTI allows Advanced Administrators and Developers to embed call controls in an HTML area that can be placed within Salesforce to control the telephony system

What are the two common places to embed these call controls? Choose 2 answers

- A. On the left sidebar of Salesforce Classic
- B. On a new tab in the agent's browser
- C. On the footer of the Lightning Console
- D. On the Highlights Panel of a Primary tab

Answer: AC

NEW QUESTION 154

- (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 156

- (Exam Topic 2)

Which two configuration steps are required before Quick Actions can be used in Macros? Choose 2 answers

- A. The specific Quick Action must be added to the Case Feed.
- B. Global Actions need to be on the publisher layout.
- C. The specific Quick Action must be added to the Case record page.
- D. Quick Actions must be enabled in the org.

Answer: AC

NEW QUESTION 157

- (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 161

- (Exam Topic 2)

Support process: escalation queue if not responded in 2 hours within business hours until marked Urgent which requires 24/7 resolution.

- A. Workflow rule
- B. Validation rules on case process field
- C. Escalation rule to ignore business hours based on case criteria

Answer: C

NEW QUESTION 165

- (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 166

- (Exam Topic 2)

The manager of a large credit card contact center needs to understand how many customers call daily to check their balance without speaking with an agent. Which system would be used to generate the report?

- A. Automatic Call Distributor
- B. Private Branch Exchange
- C. Interactive Voice Response
- D. Time and Attendance

Answer: C

NEW QUESTION 168

- (Exam Topic 2)

Universal Containers knows it will be adding new Cases at a rate of 4-6 million per year and wants to maintain performance over time. Which two recommended techniques should be utilized? Choose 2 answers

- A. Optimize queries to reduce the scope of Cases included with each search.
- B. Create a data retention plan that archives or purges Cases at regular intervals.
- C. Ask contact center managers to review data each quarter to possibly delete.
- D. Write an Apex trigger that deletes one case each time a new case is created.

Answer: AB

NEW QUESTION 171

- (Exam Topic 2)

Which three features should a Consultant recommend to allow a customer to resolve issues through self-service? Choose 3 answers

- A. Customer Community
- B. Web -to -Case
- C. Live Agent
- D. Knowledge Base
- E. Chatter Answers

Answer: ADE

NEW QUESTION 176

- (Exam Topic 2)

The support manager at universal containers has noticed an increase in average case age, which is negatively impacting customer satisfaction. To research the situation, the support manager wants to know the amount of time that cases have spent within each status during their lifecycle.

Which reporting solution should a consultant recommend?

- A. Create a report using the Case Lifecycle report type
- B. Create a report using the Case age report type
- C. Create a report using the Case snapshot report type
- D. Create a report using the Case historical trending report type

Answer: A

NEW QUESTION 181

- (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 184

- (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 185

- (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 188

- (Exam Topic 2)

Universal Containers has an upcoming maintenance window where read-only access will be available. Which two actions will Universal Containers be able to perform during this window? Choose 2 answers

- A. Run and view Salesforce reports.
- B. Update case data for a customer.
- C. Post report information on Chatter.
- D. Review existing cases for an account.

Answer: AD

NEW QUESTION 193

- (Exam Topic 2)

The Service Manager at Universal Containers is concerned that users will NOT be able to manage cases in the Service Console efficiently and reduce clicks. Which feature should a Consultant implement to address this concern?

- A. Configure Macros
- B. Multiple Monitors Components
- C. Collapsible Sidebar Components
- D. Console Keyboard Shortcuts

Answer: A

NEW QUESTION 197

- (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 202

- (Exam Topic 2)

UC is initiating a program to improve customer satisfaction. As part of the program, customers must be surveyed after the case is closed to ensure the customer is satisfied and the issue has been resolved. What solution should a consultant recommend to meet this requirement?

- A. Use workflow rules to send an email to the customer
- B. Use escalation rules to assign the case to a case queue
- C. Use auto-response rules to send an email to the customer
- D. Use assignment rules to assign the case to a case queue

Answer: A

NEW QUESTION 203

- (Exam Topic 2)

Universal Health supports medical kits that have been distributed to thousands of hospitals. Hospitals can request future credit by providing kit usage information by patient. The regional processing teams review these requests and award coupons for approved cases. What should a consultant recommend to manage this process using Service Cloud?

- A. Enable the self-service portal to generate logins for the hospital staff by region.
- B. Use Web-to-Lead to capture the credit requests and assign them to regional teams using workflow rules.
- C. Design a custom object to track credit requests and route them regionally using assignment rules
- D. Use cases to track the credit requests and route them to regional teams using assignment rules

Answer: D

NEW QUESTION 206

- (Exam Topic 2)

Universal Containers requires that a case status be updated 48 hours after a solution to the case has been emailed to a customer. Which Salesforce feature would be used to meet this requirement?

- A. Assignment rules
- B. Validation rules
- C. Workflow rules
- D. Auto-response rules

Answer: C

NEW QUESTION 210

- (Exam Topic 2)

Which system would a contact center integrate with in order to provide field service agents with information needed to provide service at customer sites?

- A. Telephony
- B. Order Fulfillment
- C. Enterprise Resource Planning (ERP)
- D. Marketing

Answer: B

NEW QUESTION 211

- (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 213

- (Exam Topic 2)

UC must provide contact center agents with access to a customer's payment history if the call concerns a billing problem. The following considerations need to be taken into account: Billing problems account for less than 5% of the calls. Billing data is stored in an external system containing over 20 million records. Agents do not want to maintain separate login sessions for Salesforce and the billing system. What solution should a consultant recommend?

- A. Create a custom web service to handle invoice inserts and updates from the billing system
- B. Create a custom tab of type URL that displays a search page from the billing system
- C. Import payment data into Salesforce and add to the contact page layout related list
- D. Create a Visualforce page that retrieves payment information via a Web Service call-out

Answer: D

NEW QUESTION 217

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