

# SERVICE-CLOUD-CONSULTANT<sup>Q&As</sup>

Salesforce Certified Service cloud consultant

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## QUESTION 1

Support agents need to verify that customers are eligible to receive customer support before they can update the Which two objects are used to verify that a customer is entitled to receive support? Choose 2 answers

- A. Contacts
- B. Products
- C. Service contracts
- D. Case history

Correct Answer: AC

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## QUESTION 2

Universal containers is implementing a customer community to provide self service options to its B2C customers. Which two features should a consultant recommend.

- A. Contracts and SLASs
- B. Chatter Answers
- C. Contacts
- D. Cases

Correct Answer: BC

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## QUESTION 3

What is the capability of case feed?

- A. Add custom visual force pages to the case feed page layout.
- B. Enable call control using the CTI case feed publisher.
- C. Embed case feed functionality within a visual force page.
- D. Switch from case feed to standard detail pages using a console component

Correct Answer: C

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## QUESTION 4

Universal Containers has recently implemented a Customer Community to allow its customers to create and update

their cases online. What should a consultant recommend to ensure Customer Community users are able to access only their cases online, including cases created by the support team on their behalf over the phone?

- A. A sharing set to grant the Customer Community user access to records associated to their Contact record.
- B. An organization-wide default of Public Read/Write on the Case object.
- C. A sharing rule to ensure record access is granted based on the Customer Community user role hierarchy.
- D. A sharing rule to ensure record access is granted based on criteria of the case.

Correct Answer: D

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## QUESTION 5

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

Correct Answer: BD

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