

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

Salesforce Certified Service cloud consultant

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## QUESTION 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

Correct Answer: BC

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## QUESTION 2

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 data categories with custom visibility.
- B. Define article types with public sharing settings.
- C. Define topics for each knowledge article.
- D. Define a custom field to identify the subject.

Correct Answer: ABD

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## QUESTION 3

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

Correct Answer: BC

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## QUESTION 4

Universal Containers (UC) created a new mobile app that enables customers to place orders and track fulfillment. UC

wants to quickly embed customer service into the new mobile app. Which two features should be added to meet this requirement? Choose 2 answers

- A. Salesforce Knowledgebase
- B. Chatter Groups
- C. Field Service Lightning
- D. Service Cloud SOS

Correct Answer: CD

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## QUESTION 5

Metrics show that Universal Containers has a high call abandonment rate. Which two strategies should a consultant recommend?

Choose 2 answers

- A. Simplify the interactive voice response (IVR) tree.
- B. Set up Email-to-Case.
- C. Use Assignment rules and case queues.
- D. Add additional agents to lower average hold time.

Correct Answer: AD

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## QUESTION 6

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

Correct Answer: A

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## QUESTION 7

Universal Containers is evaluating whether to implement On-Demand Email-to-Case or Email-to-Case and needs to

ensure the solution selected will meet its requirements.

Which customer requirement would require the use of Email-to-Case?

- A. Accepts email attachments larger than 10 MB
- B. Accepts attachments from emails
- C. Handles more the 10,000 emails a day
- D. Requires the use of Transport Layout Security (TLS)

Correct Answer: A

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## QUESTION 8

What approach should a Consultant use to ensure that Knowledge searches only display articles for a service agent's product specialization?

- A. Create a page layout for each record type; assign layouts to service agents.
- B. Create a data category for each product; assign data categories to service agents.
- C. Create a permission set for each record type; assign permissions to service agents.
- D. Create an article action for each record type; assign record types to service agents.

Correct Answer: A

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## QUESTION 9

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

Correct Answer: AC

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## QUESTION 10

Universal containers is in the process of setting up a business-to-business (b2b) portal. The company needs to give

customers access to service level agreements (SLA) via the portal. Which solution is recommended to accomplish this requirement?

- A. Milestones
- B. Assets
- C. Service contracts
- D. Cases

Correct Answer: C

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## QUESTION 11

Milestones can be added to which three Object types? Choose 3 answers

- A. Entitlement
- B. Work Order
- C. Service
- D. Case
- E. Account

Correct Answer: ABD

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## QUESTION 12

Universal Containers is migrating from classic knowledge to lightning knowledge using the lightning knowledge migration tool and noticed that none of the article file attachments were migrated.

How can a consultant migrate the file attachments?

- A. Use the files related list on each article to add files to your articles.
- B. Post the files to the chatter feed on each article.
- C. Upload the files as documents, then relate them to the migrated articles.
- D. Use the lightning knowledge migration tool and choose "include files".

Correct Answer: C

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## QUESTION 13

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

below:

1.  
2.000 agents are implemented globally 24/7 operations
2.  
Open case data will be migrated from a legacy system
3.  
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

Correct Answer: C

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## QUESTION 14

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

Correct Answer: BC

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## QUESTION 15

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.

Correct Answer: B

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