

DUMPS ARENA

Salesforce Certified Service Cloud Consultant

Salesforce Service-Cloud-Consultant

Version Demo

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sales@dumpsarena.co

sales@dumpsarena.co
dumpsarena.co

QUESTION NO: 1

For which purpose should a contact center use visual workflow?

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

ANSWER: D

QUESTION NO: 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: A D

QUESTION NO: 3

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

QUESTION NO: 4

Universal Containers contact center has experienced an increased number of customer questions due to a growing product portfolio. Which two solutions should a consultant recommend to minimize the need to hire more agents? Choose 2 answers

- A. Community
- B. Web -to -Case
- C. Live Agent
- D. Chatter Questions

ANSWER: A D

QUESTION NO: 5

universal containers wants to monitor customers social media reactions and opinions. Agents also want to see recent cases that customer logged.

- A. Omni channel
- B. Appexchange solution
- C. Custom lightning component
- D. Social Conversation component

ANSWER: D

QUESTION NO: 6

Universal Containers wants to provide a more consistent service experience to its customers and is evaluating the Service Cloud macro feature.

Which three configurations must be made? Choose 3 answers

- A. Users must use Lightning Experience.
- B. Publisher Actions used in the macros must be on the page layout.
- C. The Macros widget or utility must be added to the console.
- D. The Run Macros Permission must be granted to users.
- E. The Run Macros Action must be on the page layout.

ANSWER: A B D

QUESTION NO: 7

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: B C D

QUESTION NO: 8

What statement is true about the Salesforce Knowledge article lifecycle?

- A. Approval process CANNOT allow publishing of articles that have specific validation statuses
- B. Article permission sets allow agents to participate in the article publishing process
- C. Articles CANNOT be published until they are reviewed and validated by a qualified author
- D. Knowledge uses public groups as a way to assign users to specific tasks related to articles

ANSWER: B

QUESTION NO: 9

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

QUESTION NO: 10

Universal Containers wants Service Console users to be able to view and update product usage data that is stored in an external system.

Which two features should a consultant recommend to provide this functionality?

Choose 2 answers

- A. Salesforce Connect
- B. Custom Objects
- C. Middle-tier integration
- D. External Objects

ANSWER: A D

QUESTION NO: 11

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

QUESTION NO: 12

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: A C D

QUESTION NO: 13

Which method can be used to route social media inquiries with Salesforce using Salesforce for Twitter and Facebook?

- A. Enable social profile and add workflow rules to the contact object
- B. Use Twitter-to-Case and add workflow rules to the case object
- C. Enable social profile and add assignment rules to the case object
- D. Use the routing queues provided with Salesforce for Twitter and Facebook

ANSWER: C

QUESTION NO: 14

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: C D

QUESTION NO: 15

What metrics should a contact center manager consider to measure adoption of Salesforce Knowledge? (Choose 2)

- A. Number of cases escalated by agent
- B. Number of articles created by agent
- C. Number of articles attached to a case
- D. Number of solutions created by agent

ANSWER: B C

QUESTION NO: 16

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

QUESTION NO: 17

Universal Containers purchased Knowledge and would like to implement it as soon as possible. What approach should a consultant recommend?

- A. Activate Knowledge One within the Salesforce Console for Service.
- B. Create a Knowledge Visualforce component on the case detail page.
- C. Activate Knowledge One on the case detail page.
- D. Create a Knowledge Visualforce component within the Salesforce Console for Service.

ANSWER: A

QUESTION NO: 18

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

QUESTION NO: 19

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: A C

QUESTION NO: 20

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: C D E