SalesForce Service-Cloud-Consultant Exam

Volume: 60 Questions

Question No: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: B,C,E

Question No:2
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

Question No:3
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: A,B

Question No:4
Which two capabilities of Lightning Knowledge ensure accurate content in Articles? Choose 2 answers

A. Approval Process that assigns an Article to a Reviewer Queue.

B. Knowledge Action to Publish an Article once the Article is approved.

C. Validation Rules for article record types to verify all fields during creation.

D. Data Category to assign an article record type to a Reviewer.

Answer: A,C

Question No:5
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

Question No:6
The Support Manager at Universal Containers is getting inaccurate agent performance reports. After researching the data, the Salesforce Administrator has identified hundreds of cases that are closed, but still owned by a queue.

Which two solutions should a Consultant recommend to correct this problem? Choose 2 answers

A. Create a case assignment rule to ensure cases are owned by a user when closed.

B. Use a data tool to update the owner field on closed cases.

C. Create a Process Builder and Flow to change the owner on closed cases.

D. Create a case validation rule to ensure cases are owned by a user when closed.

Answer: A,B

Question No:7
Universal Containers wants to implement Knowledge to assist agents with the resolution of cases.
Which three recommendations should a consultant make to meet this requirement? Choose 3 answers

A. Enable article customization for open cases.

B. Enable agents to create their own personal articles.

C. Enable suggested articles on new cases.

D. Enable article submission during case close.

E. Create an email template to send articles as PDF attachments.

Answer: C,D,E

Question No:8
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

Question No:9
When Service Reps view a Case, they often need to see the Case History of other Cases for that same Account.
How should a Consultant configure the Lighting Service Console to support this requirement?

A. Account tabs and Cases tab

B. Case tabs with Account subtabs

C. Account tab with Cases related list

D. Account tabs with Case Subtabs

Answer: C

Question No:10
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

Question No:11
Universal Containers has a single contact center that handles all service requests including chat, Cases, and web form submissions. It is important that Reps are assigned work evenly so that all requests are handled in the order they are received.

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How would a Consultant address this requirement?

A. Configure Case Assignment Rules

B. Configure Omni-Channel with Most Available Routing

C. Configure Live Agent Skills-based Routing

D. Configure Omni-Channel with Least Active Routing

Answer: B

Question No:12
Universal Containers needs to 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 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.
Which two solutions should a consultant recommend? Choose 2 answers

A. Use Lightning Connect to connect and access data in real-time from the billing system.

B. Import payment data into Salesforce and add to the contact page layout as a related list.

C. Create a Visualforce page that retrieves payment information via a Web Service call-out.

D. Create a custom tab of type URL that displays a search page from the billing system.

Answer: C,D

Question No:13
Universal Containers is launching a full line of new products and Service Cloud should support the following requirements:
. Agents need to collaborate with other teams.
. The product development team needs to be alerted on high-priority cases for specific products.
Which solution will meet these requirements?

A. Use Process Builder for notifications and case teams to monitor cases.

B. Use Process Builder for notifications and account teams to monitor cases.