

Salesforce

Exam Questions Service-Cloud-Consultant

Salesforce Certified Service cloud consultant (SP19)



NEW QUESTION 1

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 2

Universal Container's agent's need to be more productive when cases. Agent want to send email to customers prior to violating an SLA based on three different SLA levels using macros.

What two solutions can a consultant suggest to meet the agent's requirements? Choose 2 answers

- A. Add multiple ELSE IF blocks after the IF block
- B. Add conditional logic to the instructions
- C. Create a formula to build the macro logic around
- D. Add a formula block to the macro

Answer: CD

NEW QUESTION 3

Universal Containers wants to implement a customer service community.

The goal of the community is to enable community members to access, create, and manage cases online. How should the consultant implement these requirements?

- A. Create a sharing rule to share the contact record with the community member.
- B. Change the org-wide default for cases and contacts internal access to private.
- C. Set up a sharing set to grant access based on the community member's contact record.
- D. Update the case assignment rule to add the community member to the predefined case team.

Answer: C

NEW QUESTION 4

A consultant has been hired to integrate a client's phone system with the Salesforce Service Console. What are two key considerations for this integration? Choose 2 answers

- A. CTI Adapter configuration
- B. Lightning Console enablement
- C. Call Center Definition File creation
- D. Service Console case creation configuration

Answer: AC

NEW QUESTION 5

Universal Containers has defined a set of steps that each Case must go through, from submission to closure. In addition, each step must be completed within a specific amount of time.

What approach should a consultant recommend to meet these requirements?

- A. Configure Case Escalation Rules.
- B. Define Entitlement and Milestones.
- C. Use Process Builder with Scheduled Actions
- D. Enable Omni-Channel Routing.

Answer: B

NEW QUESTION 6

Universal Containers is preparing to implement Service Cloud for its global Support team. Requirements gathering sessions have resulted in a large set of required deliverables.

What should a consultant recommend as the next step?

- A. Prioritize the requirements based on who submitted them.
- B. Identify the requirements needed for initial GoLive.
- C. Provide a timeline that addresses all the requirements.
- D. Organize the requirements from largest to smallest.

Answer: B

NEW QUESTION 7

Universal Containers wants to unify channels and manage agent workload with Omni-Channel routing. What required step Should a consultant address before configuring Omni Channel?

- A. Customize service channel settings to define how the organization receives work from various
- B. Create a Salesforce Case to have Omni-Channel enabled.
- C. Create the necessary objects in Salesforce.
- D. From Setup, select Omni-Channel Settings and Select Enable Omni-Channel.

Answer: D

NEW QUESTION 8

A Service Representative transfers a Live Agent Chat to another Representative. Which two things will happen? Choose 2 answers

- A. Both Service Reps can chat with the Customer.
- B. The Customer does not know they were transferred.
- C. The Chat Transcript and Case are transferred.
- D. The Customer is shown the new Representative's Name

Answer: CD

NEW QUESTION 9

As part of a new Salesforce Knowledge implementation, Universal Containers would like to migrate articles from their current database. Which factor should a Consultant consider as part of the migration strategy?

- A. Convert any articles containing HTML into plain text before importing because HTML is NOT supported in any article field types.
- B. Verify that each article type has field level security on all fields set to read-only prior to import, in order to prevent any loss of data.
- C. Ensure that each existing article type has a corresponding Salesforce Knowledge article type that matches its structure and content.
- D. Prepare a single .csv file that can be used to migrate all articles types at once and include with a properties file in a .zip for import.

Answer: C

NEW QUESTION 10

The contact center at universal containers wants to increase its profit margins by promoting call deflection with service cloud. Which two solutions should a consultant recommend? Choose 2 answers

- A. Customer community
- B. Knowledge base
- C. Service cloud console
- D. Automatic call distribution

Answer: AB

NEW QUESTION 10

The Universal Containers sales team has been so successful in signing new customers that the support team is unable to provide same-day customer assistance. What should a consultant recommend to address this problem?

- A. Limit Customers to 5 Cases per day.
- B. Provide a self-help Customer Community
- C. Add more support phone lines.
- D. Ask sales reps to respond to support Cases

Answer: B

NEW QUESTION 11

what should a consultant recommend to ensure chat request contain enough information for customer service representatives to effectively respond?

- A. Customize the lightning console chat page
- B. Configure a chat validation rule
- C. Customize the pre chat form
- D. Configure Lightning Guided Engagement

Answer: C

NEW QUESTION 13

Agents at Universal Containers are required to update the case status to Waiting for Customer after they send an email to the case contact. Support Managers are noticing that many Agents are forgetting to perform this step. What should a consultant recommend to address this problem?

- A. Configure Process Builder
- B. Activate a Validation Rule
- C. Define Case Escalation Rules
- D. Create a Case Macro

Answer: D

NEW QUESTION 18

Universal Containers wants to notify Support Managers when a new case has been untouched for more than two business days. Which approach should a consultant implement?

- A. Define Case Auto-Response Rules.
- B. Establish Case Assignment Rules.
- C. Create a Process Builder with Scheduled Actions.
- D. Configure Case Escalation Rules.

Answer: D

NEW QUESTION 22

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 27

Field engineers often need to access current inventory levels of products the customer has purchased while at customer sites. Which solution should a Consultant recommend to meet this requirement?

- A. Implement Field Service Lightning.
- B. Integrate with an enterprise resource planning system.
- C. Develop and publish a knowledge management system
- D. Configure Visual Flows on Salesforce mobile.

Answer: A

NEW QUESTION 31

Cloud Kicks (CK) wants to increase the number of articles in its knowledge base while maintaining article quality. CK plans to allow all service agents to create articles. The company would like a recommendation on how to maintain its article quality. What is the recommended method to meet the requirements?

- A. Smart Links
- B. Apex Trigger
- C. Approval Process
- D. Article Translation

Answer: A

NEW QUESTION 36

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: AD

NEW QUESTION 38

If a Case cannot be resolved after Tier 1 has performed their troubleshooting steps, the case must be escalated to Tier 2 support. Tier 2 has additional troubleshooting steps. How can a Consultant configure the Lightning Service Console to support this requirement?

- A. Enable Omni-Channel Case assignment
- B. Define separate Record Types for Tier 1 and Tier 2
- C. Implement Lightning Guided Engagement
- D. Configure a Visual Flow Troubleshooting Action

Answer: C

NEW QUESTION 40

UC has created permission sets granting access to object and fields in one of its sandboxes. How should a consultant deploy this permission set to prod?

- A. Change set
- B. Manually create the Permission sets
- C. Create an Unmanaged package
- D. Publish a Managed package

Answer: A

NEW QUESTION 44

Ursa Major Solar sells highly technical products that require specific expertise for configuration changes and troubleshooting. A mobile workforce can be dispatched to support customers. Dispatching a worker comes at a high cost, and available appointment times are typically several weeks in the future.

What is the recommended method to improve the support experience while providing expert-level support?

- A. Omni-Channel Routing
- B. Visual Remote Assistant
- C. Workforce Engagement Self Scheduling
- D. Field Service Scheduler

Answer: D

NEW QUESTION 49

the support manager at universal containers wants to see monthly historical metrics for first call resolution by call center and agent. Which reporting should consultant recommend

- A. Dynamic Dashboard by Call Center
- B. Reporting Snapshots by call center
- C. Report Subscriptions by call center
- D. Case report grouped by call center

Answer: B

NEW QUESTION 52

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 55

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 59

Universal Containers (UC) added a channel to the Service Cloud deployment. UC wants the functionality to include the ability to log the case thread and store attachments to the case record. Which channel should a consultant recommend to meet these requirements?

- A. Email-to-case
- B. Social Customer Service
- C. Chat
- D. Web-to-case

Answer: A

NEW QUESTION 60

Universal Containers has tested skills-based routing in a sandbox and is ready to deploy to production. Which two deploy solutions should a consultant to ensure skills-based routing is operational in Production?

- A. Change Sets
- B. Mass Transfer Records
- C. Data Import Wizard
- D. Data Loader

Answer: AB

NEW QUESTION 63

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 68

Cloud Kicks has millions of customers. Only a small percentage of the customers have existing Contact records in Salesforce. The customer's email address is used to populate details from another system and enrich the Contact record.

A service center uses multiple channels to support customers, including phone, Email-to-Case, and Web-to-Case. Support agents frequently fail to capture the necessary information, leading to an inconsistent customer experience. What is the recommended method to consistently capture new caller details?

- A. Use a global quick action to capture details.
- B. Use an auto-launched flow to capture details.
- C. Use a new customer Path on Contact to capture details.
- D. Use Open CTI with Pop to flow to capture details.

Answer: B

NEW QUESTION 69

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 74

Universal Containers (UC) has deployed a call center using open CTI. Call center agents are organized into four groups reflecting UC's four different product lines. Each group's manager would like a report on their agents' daily call volume, including related case and contact information. How should the consultant recommend the report be created?

- A. Build a Summary report on Products and Activities.
- B. Set up a reporting snapshot of the case, contact and activity objects.
- C. Create a Custom Report type with activities as the primary object.
- D. Customize the My Teams Calls this week standard report.

Answer: D

NEW QUESTION 75

Universal Containers recently rolled out a Salesforce knowledge implementation; however, users are finding unreliable and unrelated Knowledge Articles displayed in the Knowledge One widget in the Salesforce Console. Which two actions should a Consultant recommend to address the lack of quality checking? Choose 2 answers

- A. Restrict the Manage Articles user permission
- B. Set up an intuitive Data Category hierarchy
- C. Enable and configure wildcards for article searches
- D. Require that an article be added when closing a case

Answer: CD

NEW QUESTION 79

Universal Containers receives partner data in excel format. The excel data is all text, but needs to be imported into existing Salesforce data, number and text fields. Which 3 best practices should a consultant recommend?

- A. Import the records and use duplicate management
- B. Deduplicate the data before importing into SF
- C. Install data quality analysis dashboards from the appexchange
- D. Standardize all rows to match salesforce data types
- E. Import records and create a workflow rule to change the data type

Answer: BCD

NEW QUESTION 81

Universal Containers (UC) wants to automate the process of case creation. While conducting a business process review, the consultant learned that in some instances, customers provide UC with digital pictures of the problem. The average attachment size was 34 MB. Which solution should a consultant recommend?

- A. Web-to-Case
- B. Outlook Integration
- C. Email-to-Case
- D. On-Demand Email-to-Case

Answer: C

NEW QUESTION 86

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 88

A business to consumer (B2C) company wants to decrease service costs and improve customer relationship currently, customers pay invoices and update their contact information by mailing paper payslips back to company.
What is the recommended solution to meet the requirements?

- A. Field Service with Integrated Payments
- B. Experience Cloud with Customer Account Portal template
- C. Einstein Bots with Credit Card Payments
- D. Service Cloud Voice with Tele-pay

Answer: D

NEW QUESTION 90

Milestones can be added to which two Object types? Choose 2 answers

- A. Account
- B. Work Order
- C. Last
- D. service

Answer: BC

NEW QUESTION 93

universal containers wants to schedule technicians for repair services when an agent is unable to solve customer problem via call center

- A. Omni channel
- B. Contact Requests
- C. field service
- D. Mobile connect

Answer: C

NEW QUESTION 97

universal containers has regional contact centers around the world. Support Managers have asked to see support metrics for their region by default.
Which two strategies should a consultant recommend?

- A. Dashboard folder sharing
- B. Org wide default for cases set to private
- C. Dynamic dashboards
- D. Case Object permissions set to create and read

Answer: BC

NEW QUESTION 99

The VP of Service at Universal Containers wants to make it easier and faster for support reps to send knowledge articles to the customer.
What should a consultant configure to satisfy this request?

- A. Create a macro to send an email with the article to the customer.
- B. Create a workflow email alert to send the article to the customer.
- C. Create an auto-response rule to send the article to the customer.
- D. Create a Lightning email template to send the article to the customer.

Answer: D

NEW QUESTION 104

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 Lifecycle report type.
- B. Create a report using the Case Age report type.
- C. Create a report using the Case Historical Trending report type.
- D. Create a report using the Case Snapshot report type.

Answer: D

NEW QUESTION 108

After migration from Knowledge to Lightning Knowledge , Authors are unable to create FAQ article type , but can successfully create Install Notes article

type.SupportMngers have confirmed that articles of type FAQ exist in production. How should a consultant correct this problem?

- A. Grant Authors access to FAQ article type
- B. Set Article Or Wide to Public Read Write
- C. Add Authors to the FAQ data category
- D. Grant authors access to the FAQ records type

Answer: D

NEW QUESTION 112

Universal Containers wants customers to have the ability to log cases with structured data and route based on Urgency and Product Line. How should a Consultant accomplish this?

- A. Standard Email-to-Case with assignment rules
- B. Lightning Email with web routing prioritization
- C. Omni-Channel with prioritized queues
- D. Standard Web-to-Case with assignment rules

Answer: A

NEW QUESTION 115

Cloud Kicks (CK) provides support 24 hours a day, 7 days a week. CK contracts with an external third-party help desk to provide support outside of normal business hours.

The external service agents and external support managers use Experience Cloud to create cases. External support managers need to view and execute reports with the ability to "Run as specified user."

What is the recommended Experience Cloud license to meet the requirements?

- A. Service Cloud Portal
- B. Customer Community Login
- C. High Volume Customer Portal
- D. Partner Community Login

Answer: A

NEW QUESTION 117

Universal Containers wants to automate case management for the web support team.

When new cases come in from the website they should be routed to the support team to work in the order that they are submitted.

Which approach should a Consultant implement?

- A. Lightning Component
- B. Contact Request flow
- C. Direct Messaging
- D. Case queues

Answer: B

NEW QUESTION 120

Universal Containers wants to reduce the clicks a Customer Support Agent uses when working on a case. This includes the time it takes to create, resolve, and close the case. Which three Salesforce productivity features should be used to accomplish this requirement? Choose 3 answers

- A. Omni-Channel
- B. Publisher Actions
- C. Macros
- D. Quick Text
- E. Chatter

Answer: BCD

NEW QUESTION 123

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 125

Cloud Kicks (CK) has created hundreds of Knowledge articles about its products. The articles have been attached to closed cases. A new product release will require changes to dozens of articles. After revising the articles, CK wants to see that a prior article version was associated with the closed cases.

What is the recommended method to meet the requirements?

- A. Select 'Flag as new version' checkbox when publishing.
- B. Use Smart Link to Article to select the prior version.
- C. Enable Knowledge User for Service Agents.
- D. Use the Clone option to create a new article.

Answer: B

NEW QUESTION 127

The Universal Containers contact center offers support through phone, email, public website, and a Community. The contact center manager wants to demonstrate the success of recent self-service initiatives to executive management. Which two reports should the contact center manager present to executive management? Choose 2 answers

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

Answer: BD

NEW QUESTION 132

Support Managers have requested the ability to provide real-time feedback to Agents during customer chat sessions.

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

Answer: C

NEW QUESTION 137

Cloud Kicks wants to standardize its service KPIs for response time and first case closure rates. Individual service agents, team leaders, regional directors, and the VP of service should see the same KPIs calculated using only the data the user can access. What is the recommended running user to meet the requirements?

- A. Let the dashboard viewers choose
- B. The user creating the dashboard
- C. The VP of service
- D. The dashboard viewer

Answer: D

NEW QUESTION 139

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: CDE

NEW QUESTION 140

Universal Containers is using the Lightning Service Console for managing cases and wants to add a softphone to enable click-to-call capability. Which three configurations are needed for the softphone to work in Salesforce? Choose 3 answers

- A. Install an adapter from AppExchange to work with third-party CTI systems.
- B. Enable Live Agent in their community to chat with an agent.
- C. Assign the correct Salesforce users to the Call Center.
- D. Create a softphone layout and assign to user profiles.
- E. Assign the Salesforce CTI license to Salesforce users.

Answer: ACD

NEW QUESTION 143

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 145

Universal Containers has implemented KCS. Specific article types and categories require approval, both the Publish Articles action button and the Submit for Approval button are available on page layouts. Agents are forgetting to submit certain articles types for approval.

What should a consultant recommend to automate the approval process?

- A. Workflow
- B. Assignment rule
- C. A Process Builder
- D. Validation rule

Answer: C

NEW QUESTION 149

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 150

Universal Containers provides Customer Support for two separate business operations. The cases managed for each operation have different steps and fields. Which three features could be implemented to support this? Choose 3 answers

- A. Omni-Channel
- B. Page Layouts
- C. Record Types
- D. Support Processes
- E. Article Types

Answer: ACD

NEW QUESTION 152

Universal Containers wants to let its customers interact real-time with support agents from their computers and mobile devices. What feature should a consultant recommend to meet this requirement?

- A. Web-to-Case
- B. Embedded Chat Service
- C. Customer Community
- D. Case Assignment Rules

Answer: B

NEW QUESTION 157

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 158

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 Lightning 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

NEW QUESTION 159

Universal Containers' IT policy prevents third-party software from being installed on employee computers. However, the VP of Service has asked that cases be automatically created from customer emails.

What solution should a consultant recommend?

- A. Email-to-Case
- B. web-to-Case
- C. An AppExchange package
- D. On-Demand Email-to-Case

Answer: D

NEW QUESTION 162

Universal Containers has a policy that requires all email traffic to remain within its firewall. Currently, the company has 200 support agents handling email from five different time zones on its legacy system.

When implementing Salesforce, what solution should a consultant recommend for this scenario?

- A. Email-to-Case
- B. Salesforce for Outlook
- C. Web-to-Case
- D. On-Demand Email-to-Case

Answer: A

NEW QUESTION 165

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.

Answer: A

NEW QUESTION 167

The contact center at Universal Containers offers support through phone, email, public website, and a Community. The contact center manager wants to demonstrate the success of recent self-service initiatives to executive management. Which two reports should the contact center manager present to executive management? Choose 2 answers

- A. Number of cases closed by self-service users.
- B. Average call handle time by team.
- C. Number of Knowledge articles created each month.
- D. Number of cases created using Communities by month.

Answer: AD

NEW QUESTION 172

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 173

Universal Containers wants to let its customers interact real time with support agents from their computers and mobile devices

What feature should a consultant recommend to meet this requirement?

- A. Embedded Chat Service
- B. Web-to-CaM
- C. Experience Cloud site
- D. Case Assignment Rules

Answer: A

NEW QUESTION 176

Cloud Kicks (CK) recently implemented Knowledge Centered Support to improve the expertise of its agents. The pilot focused on creating articles for the most common support topics. After the pilot, customer satisfaction has improved and average call time has decreased. To continue improving KPIs, CK wants to know where to focus its efforts next. Which Knowledge dashboard should a consultant use?

- A. Most Revised Articles
- B. Most Linked Articles
- C. Top Articles sorted descending
- D. Search Activity Gaps

Answer: B

NEW QUESTION 181

Universal Containers is changing their case management system to salesforce. All active accounts, contacts, open cases and closed cases for the past five years must be migrated to salesforce for go-live. Which approach should the consultant use for data migration?

- A. Prepare, plan, Test, execute, validate.
- B. Plan, prepare, test, execute, validate.
- C. Plan, prepare, validate, execute, test
- D. Prepare, plan, validate, execute, test

Answer: B

NEW QUESTION 185

A Service Manager has just configured Chat at a company site. Now, the Agents cannot see the Chat footer component in the Which configuration option should be verified?

- A. Verify that users have access to the Chat public group.
- B. Verify that users are assigned the Chat user profile
- C. Verify that users have access to the Chat buttons.
- D. Verify that users are assigned the Chat feature license.

Answer: D

NEW QUESTION 190

Milestones can be added to which three object types? Choose 3 Answers

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

Answer: AB

NEW QUESTION 191

Universal containers would like for articles to be suggested to agents based on information they are typing into the case. What solution should a consultant recommend?

- A. Create a salesforce console for service and enable the knowledge sidebar on the case page layout.
- B. Enable the knowledge sidebar setting in the case support settings.
- C. Create a visualforce page called knowledge sidebar on the case page layout.
- D. Enable the knowledge sidebar related list on the case page layout.

Answer: B

NEW QUESTION 194

A Service Rep transfers a Live Agent Chat to another Rep. Which two things will happened?

- A. The Customer is shown the new Rep's name
- B. Both Service Reps can chat with the customer
- C. The chat transcripts and case are transferred
- D. The Customer doesn't know they were transferred

Answer: AC

NEW QUESTION 198

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