Service-Cloud-Consultant Dumps

Salesforce Certified Service cloud consultant (SP19)

https://www.certleader.com/Service-Cloud-Consultant-dumps.html

NEW QUESTION 1
universal containers is implementing a customer community to provide self service options to its B2C customers.Which two features should a consultan recommend.

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

Answer: BC

NEW QUESTION 2
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.

Answer: AD

NEW QUESTION 3
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 4
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 5
Universal Containers wants a mechanism that provides customers access to product installation guides, warranty information.
What solution should the consultant recommend to meet this request?

A. Create a Customer Experience Cloud site.
B. Implement Recommended Articles.
C. Configure Web-to-Case.
D. Deploy a Partner Central Community.

Answer: B

NEW QUESTION 6
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 7
Universal Containers wants to import an external knowledge base to Lightning Knowledge using the Knowledge Importer.
How should this be implemented? Choose 2 answers

A. Article Record Types must be created before the import.
B. Each Article Record Type must be in a separate CSV.
C. Article Record Types will be created as part of the import.

D. Multiple Article Record Types can be imported in the same CSV.

Answer: AD

NEW QUESTION 8
Universal Containers wants to display a history of all of today's changes to a case in the order that occurred on a single page view. This requirement includes comments, emails, and edit to case fields. What tool should a consultant recommend to implement this requirement?

A. Auto launch flow
B. Salesforce Console for Service
C. Visualforce custom page Questions & Answers PDF Page 6
D. Process Builder

Answer: B

NEW QUESTION 9
Universal Container wants to let its customers intercat 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. Emebedded Chat Service
C. Customer Community
D. Case Assignment Rules

Answer: B

NEW QUESTION 10
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 10
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 12
Universal containers is trying to reduce the amount of time support agents spend creating cases. The new method case creation must allow for 4000 - 5000 new cases a day, as well as the attachment of documents under 25 MB by the customer.
Which method should the consultant suggest?

A. On-Demand Email-to-case
B. Standard email to case
C. Web to case forms
D. Omni channel routing

Answer: A

NEW QUESTION 17
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 20

A recent survey at Cloud Kicks (CK) shows a decrease in customer satisfaction due to the length of time it takes to resolve cases. A case analysis shows many similar cases that can be solved quickly with the same set of steps. CK has already enabled Knowledge Management.
What is the recommended method to decrease the time it takes to close cases?

A. Create Synonym Groups.
B. Create Article Translation.
C. Enable Suggested Articles.
D. Add Data Category Groups.

Answer: C

NEW QUESTION 22
Universal Containers wants to reduce the amount of Sim support agents spend creating cases. Case creation must scale up to 5OO0 new cases per day, as well as allowing file attachments under 25 MB by the customer.
Which two features should the consultant suggest? Choose 2 answers

A. Standard Email-to-case
B. On-Domand Emali-to-Case
C. Apex Email Service
D. Web-to-Case forms

Answer: AB

NEW QUESTION 23
universal containers receives partner data in excel format.the excel data is all text ,but needs to be imported into existing Salesforce date, number and text fileds.
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 cretae a a worflow rule to change the data type

Answer: BCD

NEW QUESTION 26
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 28
Which two areas can an Administrator make Open CTI features available to users when building a Lighting 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 31
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 32
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 33
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. Dashboad 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 37
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 39
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 44
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 48
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

NEW QUESTION 50
Universal Containers has been testing an updated Service Console in a sandbox and is ready to move it to Production.
Which deployment solution should a consultant use?

A. Change Sets
B. Mass Transfer Records
C. Data Loader
D. Manual configuration

Answer: A

NEW QUESTION 55
Universal Containers has tested skills-based routing in a sandbox and is ready to deploy to Production. Which two deployment solutions should a consultant use to ensure skills-based routing is operational in
Production
Choose 2 answers

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

Answer: BC

NEW QUESTION 60
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 62
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 67
to help service agents more accurately respond to cases universal containers wants a list of relevant knowledge articles to be displayed on case record page.

A. Add the knowledge related list to the case record page
B. Add the knowledge tab to the service console
C. Add knowledge component to case record page
D. Add knowledge data categories to each case

Answer: C

NEW QUESTION 71
Universal Containers recently implement Service Cloud. The Support Manager notices that cases are being distributed unevenly across the team.
What should the consultant recommend to address this problem

A. Configure Case Assignment Rules to use Queues.
B. Configure Omni-Channel Routing Model as Most Available.
C. Configure Case Assignment Rules to use Users.
D. Configure Omni-Channel Routing Model as Least Active.

Answer: B

NEW QUESTION 76
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 consultnat recommend to address this problem.

A. Define case escalation rules
B. Configure flow Builder /Process Builder
C. Activate a validation rule
D. Create a Case Macro

Answer: B

NEW QUESTION 79
Universal Containers (UC) wants to schedule for repair service when an agent is unable to solve the customer's problem via the call center.
What functionality should a consultant recommend to satisfy the UC's need?

A. omni Channel
B. Contact Request
C. Field Service
D. Mobile Connect

Answer: C

NEW QUESTION 80

A recent review of customer satisfaction surveys revealed the support center does a poor job of upseting new products to customers. Customers report dissatisfaction when calling for troubleshooting, billing, enrollment, or similar issues and receiving a sales pitch. However, customers that have been upsold new products are two times more likely to remain a customer.

What is the recommended method to ensure upselling only occurs when customers are likely to be receptive to the offer?

A. Validation Rules
B. Einstein Next Best Action
C. Service Analytics Predictions
D. Einstein Reply Recommendations

Answer: D

NEW QUESTION 85
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