

Salesforce

Exam Questions Service-Cloud-Consultant

Salesforce Certified Service cloud consultant (SP19)



NEW QUESTION 1

- (Exam Topic 1)

Universal Containers has created Permission Sets granting access to objects and fields in one of its sandboxes. How should a consultant deploy these Permission Sets to Production?

- A. Use a Change Set
- B. Manually re-create the Permission Sets
- C. Create an Unmanaged Package
- D. Publish a Managed Package

Answer: A

NEW QUESTION 2

- (Exam Topic 1)

What is a common deflection technique to reduce the number of interactions for a contact center? Choose 2 answers.

- A. Recommend articles during a call for a support agent
- B. Suggest articles for a web-to-case question
- C. Suggest articles for an email-to-case question
- D. Recommend articles prior to a Live Agent session

Answer: BD

NEW QUESTION 3

- (Exam Topic 1)

Support engineers need to see a complete chronological list of field edits to a case, associated emails, case comments, and field edits to related objects in a single view while working on a case. How should this requirement be met?

- A. Create a custom related list on the case.
- B. Create a custom view on the Case tab.
- C. Create a custom Visualforce page.
- D. Create a custom report.

Answer: C

NEW QUESTION 4

- (Exam Topic 1)

Universal Containers has scheduled a major upgrade to its Customer Community next month. The community is expected to be unavailable for approximately 8 hours. The executive team is concerned about how the upgrade and associated outage will impact customers. Which three measures should the Consultant recommend to ensure transparency during the upgrade process? Choose 3 answers

- A. Publish ongoing updates to the community knowledge base with details about the upgrade.
- B. Communicate information about the upgrade to customers in advance.
- C. Send routine status updates to customers via Chatter during the upgrade.
- D. Replace the default outage page with a custom page containing upgrade information.
- E. Notify customers once the upgrade is completed and full services are restored.

Answer: BDE

NEW QUESTION 5

- (Exam Topic 1)

The Universal Containers' customer support organization has implemented Knowledge Centered Support (KCS) in its call center. However, the call center management thinks that agents are not contributing new knowledge articles as often as they should.

Which two should the company do to address this situation? Choose 2 answers

- A. Measure and reward agents based on the number of new articles submitted for approval.
- B. Measure and reward agents based on the number of new articles approved for publication.
- C. Create a dashboard that includes articles submitted by agents and approved for publication.
- D. Require agents to check a box on the case when submitting a new suggested article.

Answer: AC

NEW QUESTION 6

- (Exam Topic 1)

Sales engineer needs visibility to list field edits, emails, case comments, and related objects on ONE page. How can this be achieved?

- A. Customer view of case tab
- B. Custom Visual force page
- C. Custom report
- D. Custom related list

Answer: B

NEW QUESTION 7

- (Exam Topic 1)

Universal Containers allows Agents to work remotely using a company -provided laptop, but does NOT control the quality of their internet service. Agents must be able to use live agent functionality remotely. Which two options should a Consultant recommend to ensure Agents can efficiently use this functionality? Choose 2 answers

- A. Ensure each laptop has a modern browser installed.
- B. Coach users on minimizing open console tabs.
- C. Allow the user to log into Live Agent from multiple browsers.
- D. Add additional components to the Lightning console.

Answer: AB

NEW QUESTION 8

- (Exam Topic 1)

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

NEW QUESTION 9

- (Exam Topic 1)

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 10

- (Exam Topic 1)

The Support Manager at Universal Containers wants to improve visibility to cases across the organization and has decided that Product Managers should be more involved in the case management process. The Support Manager has created predefined case teams for each product and trained Support Agents to add the appropriate case team to each case. Which two solutions will allow Product Managers to quickly see and review the cases that are created for their products? Choose 2 answers

- A. Create a case queue for all created or updated cases.
- B. Create a case report that displays all created or updated cases.
- C. Create an email alert notification for Case Teams.
- D. Create a case list view that is filtered by My Case Teams.

Answer: AC

NEW QUESTION 10

- (Exam Topic 1)

In order to satisfy the internal Enterprise Security requirements, Universal Containers would like to conduct a Disaster Recovery and Business Continuity exercise with Salesforce. This would involve taking the production copy and making sure agents can work from the production copy until production is restored. The results of the exercise are provided to Enterprise Security as part of an annual audit.

What should a Consultant recommend to support this exercise?

- A. Allow the exercise to be done in a Production instance
- B. Use a Full copy sandbox for the DR exercise
- C. Use a Partial sandbox for the DR exercise
- D. Use a Developer Pro sandbox for the DR exercise

Answer: B

NEW QUESTION 12

- (Exam Topic 1)

Universal Containers (UC) wants to implement Service Cloud using Agile methodology. How should the consultant recommend delivering a successful implementation?

- A. set a cutoff date of 1.5 months before user acceptance testing for any change requests.
- B. Generate continuous feedback from the project team, and adjust the requirements and deliverables accordingly.
- C. Deliver the entire project simultaneously so as to present UC with a completed solution.
- D. Schedule a meeting with the UC executives at the start of the project to generate all the requirements.

Answer: B

NEW QUESTION 13

- (Exam Topic 1)

Universal Containers has determined that case list views are slow to load because of the large number of cases in the system. Which two actions will improve the performance of the list views? Choose 2 answers

- A. Restrict visibility of the views
- B. Reduce the number of fields displayed
- C. Filter the views by case owner
- D. Remove filter criteria from the views

Answer: BC

NEW QUESTION 16

- (Exam Topic 1)

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

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

Answer: D

NEW QUESTION 17

- (Exam Topic 1)

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: BCD

NEW QUESTION 20

- (Exam Topic 1)

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 Article Types with Public Sharing Settings.
- B. Define Data Categories with Custom Visibility.
- C. Define Topics for each Knowledge article.
- D. Define a Custom Field to identify the Subject.

Answer: C

NEW QUESTION 22

- (Exam Topic 1)

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 24

- (Exam Topic 1)

Universal Containers' support management team has noticed an increase in wait times over the last several months when customers call in for support. Which two recommendations should a Consultant suggest to help decrease customer wait times? Choose 2 answers

- A. Create reports to analyze call data in order to understand peak times and ensure adequate staffing.
- B. Create a case escalation rules to route high-priority cases directly to supervisors for resolution.
- C. Set up analytical snapshots to capture key case information and create historical trending reports.
- D. Set up a Salesforce Customer Community that will allow customers to create cases online.

Answer: AD

NEW QUESTION 28

- (Exam Topic 1)

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.
- C. Use escalation rules for notifications and account teams to monitor cases.
- D. Use escalation rules for notifications and case teams to monitor cases.

Answer: A

NEW QUESTION 29

- (Exam Topic 1)

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 34

- (Exam Topic 1)

Universal Containers wants to measure the efficiency of its contact center. Which three metrics should the contact center manager analyze? Choose 3 answers

- A. Number of open cases per day
- B. Number of new customers added
- C. Number of closed cases on first call
- D. Average number of days to close cases
- E. Number of cases escalated

Answer: ADE

NEW QUESTION 36

- (Exam Topic 1)

Which two configuration steps are required before quick actions can be used in Macros?

- A. Global Actions needs on the publisher layout.
- B. Quick Actions must be enabled in the org.
- C. The specific quick action must be added to the case Feed.
- D. The specific quick action must be added to the case record Type.

Answer: BC

NEW QUESTION 37

- (Exam Topic 1)

Which three processes are uses case for Visual Workflow? Choose 3 answers

- A. Cross-sell promotions for agents
- B. Decision-based troubleshooting for agents
- C. Assignment of email to a case queue based on subject
- D. Caller verification and creation of a new case
- E. Field validation during case creation

Answer: ABD

NEW QUESTION 39

- (Exam Topic 1)

Which method can be used to route cases from social channels?

- A. use Twitter-to-case and add workflow rules to the case object.
- B. Enable Social Customer Service and add assignment rules to the case object.
- C. Enable Social Network Profile and add workflow rules to the contact object.
- D. Enable Social Network Profile and add assignment rules to the case object.

Answer: B

NEW QUESTION 44

- (Exam Topic 1)

Universal containers is planning to provide different levels of support to customers in order to ensure its agents are working within the confines of the service level agreement.

Which feature should the consultant consider?

- A. Entitlements

- B. Omni-channel
- C. Case milestones
- D. Case escalation

Answer: ABD

NEW QUESTION 47

- (Exam Topic 1)

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: AB

NEW QUESTION 48

- (Exam Topic 1)

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: ABD

NEW QUESTION 53

- (Exam Topic 1)

A customer calls the service desk at Universal Containers. The agent assigned to the call creates a case to capture the issue, but later realized the caller is not eligible for support. What solution should a consultant recommend to prevent the scenario from happening in the future?

- A. Add the entitlements related list to contact records
- B. Add the entitlement contacts related list to account records
- C. Add the assets related list to contact records
- D. Add the service contract related list to contact records

Answer: A

NEW QUESTION 55

- (Exam Topic 1)

Universal containers wants to provide its 20 million customers with a portal where they can:

- Submit inquiries,
- Monitor the status of those inquiries,
- View their contact information.

To meet these requirements, which type of portal license would be most appropriate for the customers?

- A. Customer Community
- B. Partner Community
- C. Employee Community
- D. Sites

Answer: A

NEW QUESTION 60

- (Exam Topic 1)

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

Answer: AB

NEW QUESTION 62

- (Exam Topic 1)

Universal Containers uses Live Agent to interact with customers. Service Reps complain that it takes too much time to end the chat and close the case.

Which two features should a Consultant recommend to address this concern? Choose 2 answers

- A. Visual Workflow
- B. Lightning Guided Engagement
- C. Quick Text
- D. Macros

Answer: CD

NEW QUESTION 63

- (Exam Topic 1)

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 65

- (Exam Topic 1)

Universal Containers (UC) is currently live with Sales Cloud and in the process of implementing Service Cloud. UC wants to create a sandbox to test its Service Cloud implementation with real Sales Cloud data.

Which three Sandbox types can be used to accomplish this?

- A. Partial Copy Sandbox
- B. Administrator Sandbox
- C. Developer Pro Sandbox
- D. Full Sandbox

Answer: ACD

NEW QUESTION 69

- (Exam Topic 1)

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 72

- (Exam Topic 1)

Universal containers wants to assign support agents to handle only specific interaction channels based on one of the following channel groupings a) Phone b) Phone and email c) Social media (facebook and twitter). What should a consultant recommend to accomplish this?

- A. Create a service cloud console to support all channel groupings.
- B. Create an agent profile for each channel grouping.
- C. Create a unique case page layout for each channel grouping.
- D. Create an agent role for each channel grouping.

Answer: C

NEW QUESTION 73

- (Exam Topic 1)

Due to a recent product recall, Universal Containers has experienced a 50% increase in daily calls to the Contact Center. The Contact Center has increased support to 24x7 with agents working 12-hour shifts. The VP of Service is concerned about the ability to sustain the increased hours and added cost to support the higher call volume.

Which recommendation should the Consultant make in anticipation of higher call volume?

- A. Set up a private Knowledge Base to provide FAQs to customers affected by the recall to defect call.
- B. Set up telephony integration using a CTI adapter for quicker agent access when customers call in, reducing average handle time.
- C. Set up IVR with an automated response for customers affected by the recall to defect calls.
- D. Set up a customer survey for customers calling in to identify the severity and impact of the recall.

Answer: C

NEW QUESTION 74

- (Exam Topic 1)

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 77

- (Exam Topic 1)

What are three considerations when adding a report chart to a Console Component? Choose 3 answers

- A. The report chart is added to the Page Layout.
- B. The report is shared with a Chatter Group.
- C. The report is a Summary or Matrix report.
- D. The report contains a chart.
- E. The report has a standard Report Type.

Answer: CD

NEW QUESTION 80

- (Exam Topic 1)

Universal Containers wants to provide its resellers a secure portal where they can manage their customer accounts, submit and track the status of their cases, and view reports and dashboards.

Which solution should a consultant recommend?

- A. Employee Community
- B. Partner Community
- C. Reseller Community
- D. Customer Community

Answer: B

NEW QUESTION 85

- (Exam Topic 1)

Universal Containers wants to implement best practices for its customer support teams and has decided to follow a Knowledge-Centered Support (KCS) methodology. Which two benefits can be expected from KCS adoption? Choose 2 answers

- A. A knowledge article life cycle that is implemented correctly the first time and does not need to change
- B. Reduced first contact resolution
- C. A knowledge article life cycle that evolves based on usage and demand
- D. Reduced issue resolution time

Answer: BD

NEW QUESTION 87

- (Exam Topic 1)

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: CD

NEW QUESTION 92

- (Exam Topic 1)

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

NEW QUESTION 93

- (Exam Topic 1)

Universal Containers are developing a business continuity plan for their contact center. What should the company consider? Choose 2 answers

- A. Recovery point objective
- B. Criteria for plan activation
- C. Open access to systems
- D. Site consolidation

Answer: B

NEW QUESTION 98

- (Exam Topic 2)

A Service Consultant has been asked to design a solution for Service Reps to communicate with customers via Twitter. What should the Consultant recommend implementing in the Lightning Service Console?

- A. The Social Feed
- B. A Twitter Macro
- C. The Case Feed
- D. A Custom Component

Answer: C

NEW QUESTION 100

- (Exam Topic 2)

The cost of service for Universal Containers' contact centers has steadily increased. What solution should a consultant recommend to help reduce the cost of service in the contact centers? Choose 2 answers.

- A. Enable Chatter for agent collaboration.
- B. Create auto response templates for emails.
- C. Enable Knowledge in a Service Cloud portal.
- D. Enable Ideas in a Service Cloud portal.

Answer: BC

NEW QUESTION 105

- (Exam Topic 2)

The project manager on a Service Cloud implementation is responsible for coordinating user acceptance testing (UAT) for a customer. Which tasks should be completed prior to UAT? (Choose 2)

- A. Verification of the production migration checklist
- B. Approval of test scripts from the business lead
- C. Verification that sample data has been loaded
- D. Fund customer approval on training materials

Answer: BC

NEW QUESTION 107

- (Exam Topic 2)

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. Upload the files as Documents, then relate them to the migrated Articles.
- B. Use the Lightning Knowledge Migration Tool and choose 'include files'.
- C. Use the Files Related List on each article to add files to your articles.
- D. Post the Files to the Chatter Feed on each Article.

Answer: C

NEW QUESTION 111

- (Exam Topic 2)

Which of the following measures customer portal adoption/effectiveness among CUSTOMERS (Choose 2)?

- A. # of articles per agent
- B. Most popular articles
- C. # of cases via email
- D. Total cases created

Answer: BD

NEW QUESTION 113

- (Exam Topic 2)

Universal Containers wants to track customer satisfaction (CSAT). Which solution will automate the process for support agents to survey customers when cases are closed?

- A. Enable the case survey object for the customer portal
- B. Utilize an AppExchange package to handle customer surveys
- C. Create a validation rule for case survey email templates
- D. Modify the user interface settings for the case survey sidebar

Answer: B

NEW QUESTION 118

- (Exam Topic 2)

How is the hash mark (e.g., #salesforce) used in chatter?

- A. Ties the Chatter message to a topic

- B. Indicates a clickable URL hyperlink
- C. Indicates the name of a group in which to place the Chatter message
- D. Links the Chatter message to Twitter

Answer: A

NEW QUESTION 121

- (Exam Topic 2)

What solution should a consultant recommend while designing a plan to decrease a company's cost per call? (Choose 2)

- A. Increase the Call-to-Order ratio
- B. Use integrated voice response
- C. Bypass entitlement verification
- D. Use suggested Knowledge articles

Answer: BD

NEW QUESTION 126

- (Exam Topic 2)

Universal Containers is implementing Salesforce Knowledge and immediately wants to begin building a repository of frequently asked questions (FAQ) encountered by contact center agents. How can this be accomplished?

- A. Create an FAQ article type and configure the enable suggested articles option in support settings.
- B. Create an FAQ article type and enable the submit articles feature on the case close page layout.
- C. Define a data category called FAQ and assign category visibility to users in the contact center role.
- D. Enable ideas for contact center agents and have them submit FAQ articles at the time a case is closed.

Answer: B

NEW QUESTION 131

- (Exam Topic 2)

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

NEW QUESTION 134

- (Exam Topic 2)

A company is planning for the migration of an existing knowledge base into Salesforce Knowledge. Which set of factors should be considered in selecting which articles to migrate?

- A. Last modified date and frequent search terms
- B. Last modified date and number of recent article views
- C. Original creation date and average rating of articles
- D. Original creation date and total number of article views

Answer: B

NEW QUESTION 138

- (Exam Topic 2)

Universal Containers implemented Salesforce Knowledge two months ago. Now, the Help Desk manager wants to know if the agents are properly leveraging the new knowledge base. What metric can the manager use to measure the adoption of Knowledge? Choose 2 answers.

- A. Create a report that displays the # of articles searched during the past 2 months
- B. Report displays # of articles associated to data categories during past 2 months
- C. Report that displays # of cases with articles attached during the past 2 months
- D. Report that displays # of new articles created during the past 2 months

Answer: AC

NEW QUESTION 139

- (Exam Topic 2)

What key metric should a contact center manager use to evaluate the effectiveness of a new Service Cloud implementation? (Choose 2)

- A. First contact resolution rate
- B. Number of total cases handled
- C. Total number of solutions created by agent
- D. Average number of knowledge articles published

Answer: AB

NEW QUESTION 143

- (Exam Topic 2)

Universal Containers wants to provide its customers with more support options. Which three should a Consultant recommend?

Choose 3 answers

- A. Create a Customer Community
- B. Utilize KCS to manage Knowledge
- C. Add Live Agent to public-facing sites
- D. Configure Chatter for public access
- E. Implement SOS for mobile experience

Answer: BCE

NEW QUESTION 144

- (Exam Topic 2)

What is a business continuity challenge in a cloud-based contact center that operates 24/7? Choose 2 answers

- A. Highly available telecom solution
- B. Periodic maintenance windows
- C. Server hardware infrastructure rebuilds
- D. System software restore after an outage

Answer: AB

NEW QUESTION 149

- (Exam Topic 2)

The Universal Container's customer support organization has implemented knowledge, knowledge centered support (KCS) in its call center. However, the call center management thinks that agents are not contributing new knowledge articles as often as they should. What could the company do to address this situation? (choose 2)

- A. Require agents to check a box on case when submitting a new suggested article
- B. Create a dashboard for articles submitted by agents & approved for publication
- C. Measure & reward agents based on the # of new articles submitted for approval
- D. Measure & reward agents based on the # of new articles approved for publication

Answer: BC

NEW QUESTION 152

- (Exam Topic 2)

Open CTI allows Advanced Administrators and Developers to embed call controls in an HTML area that can be placed within Salesforce to control the telephony system

What are the two common places to embed these call controls? Choose 2 answers

- A. On the left sidebar of Salesforce Classic
- B. On a new tab in the agent's browser
- C. On the footer of the Lightning Console
- D. On the Highlights Panel of a Primary tab

Answer: AC

NEW QUESTION 156

- (Exam Topic 2)

A consultant is working on a Service Cloud implementation with a fixed budget and timeline. The analysis phase of the project has just been completed. Additional requirements were discovered that will result in the project exceeding timeline and budget constraints. What is the first step the consultant should take to address the issue?

- A. Adjust the dates in the project plan to account for the additional requirements and communicate the new timeline.
- B. Add development resources to the project team to build out the additional requirements.
- C. Adjust the project scope to accommodate new requirements and continue with the original project schedule
- D. Document the requirements gap and communicate development options to the project team

Answer: D

NEW QUESTION 159

- (Exam Topic 2)

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, Text, Execute, Validate
- B. Prepare, Plan, Validate, Execute, Text
- C. Plan, Prepare, Test, Execute, Validate
- D. Plan, Prepare, Validate, Execute, Text

Answer: C

NEW QUESTION 164

- (Exam Topic 2)

The Contact Center at Universal Containers wants to increase its profit margins by promoting call deflection within Service Cloud. Which two solutions should a Consultant recommend? Choose 2 answers

- A. Knowledge Base
- B. Customer Community
- C. Automatic Call Distribution
- D. Service Cloud Console

Answer: AB

NEW QUESTION 167

- (Exam Topic 2)

Which two configuration steps are required before Quick Actions can be used in Macros? Choose 2 answers

- A. The specific Quick Action must be added to the Case Feed.
- B. Global Actions need to be on the publisher layout.
- C. The specific Quick Action must be added to the Case record page.
- D. Quick Actions must be enabled in the org.

Answer: AC

NEW QUESTION 171

- (Exam Topic 2)

Universal containers has implemented salesforce service cloud with the goal of reducing the number of escalated case for contact center. What metric should a contact center manager use to analyze this?

- A. Percent of cases closed with an attached article
- B. Percent of cases closed meeting the defined SLA
- C. Percent of cases closed with chatter posts
- D. Percent of cases closed on first contact

Answer: B

NEW QUESTION 173

- (Exam Topic 2)

What is the primary function of a private branch exchange (PBX)?

- A. To receive multiple calls at one time
- B. To use speech recognition to direct calls
- C. To report the caller's background information
- D. To mate calls to different agents

Answer: A

NEW QUESTION 177

- (Exam Topic 2)

If you delete a case, which two also get deleted? (Choose two answers)

- A. Account
- B. Solution
- C. Event
- D. Attachments

Answer: CD

NEW QUESTION 182

- (Exam Topic 2)

A consultant needs to import 2,000 source articles for a Salesforce Knowledge implementation. The source articles are in HTML and contain several images. All of the articles are FAQs.

Before importing the articles into Knowledge, which step should a consultant perform? (Choose 3)

- A. Create the data categories and set up the data category values.
- B. Set up a zip file that contains the CSV, HTML, and image files.
- C. Create the custom fields for the slide type
- D. Set up the article actions and assign publishers to each action
- E. Set the publication status of the article type to draft status

Answer: ABD

NEW QUESTION 183

- (Exam Topic 2)

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 185

- (Exam Topic 2)

Universal Containers plans to migrate data into SFDC from a legacy system. Which step should be taken before performing the migration of the data (Choose 2)?

- A. Normalize database
- B. Perform data cleaning
- C. Enable data validation rules
- D. Develop data map

Answer: BD

NEW QUESTION 189

- (Exam Topic 2)

Which case submission process leverages Apex email services?

- A. Web-to-Case
- B. Email-to-Case
- C. On-demand Email-to-Case
- D. Case submitted using chat

Answer: C

NEW QUESTION 190

- (Exam Topic 2)

A Global company requires public documents to be translated into multiple languages. Which implementation should the consultant recommend?

- A. Lightning Knowledge
- B. Classic Knowledge
- C. Salesforce Content
- D. Salesforce Files

Answer: B

NEW QUESTION 195

- (Exam Topic 2)

Universal Containers has an upcoming maintenance window where read-only access will be available. Which two actions will Universal Containers be able to perform during this window? Choose 2 answers

- A. Run and view Salesforce reports.
- B. Update case data for a customer.
- C. Post report information on Chatter.
- D. Review existing cases for an account.

Answer: AD

NEW QUESTION 197

- (Exam Topic 2)

UC wants to reduce incoming support phone call volume. What action can be taken to meet this requirement? Choose 2 answers.

- A. Implement Service Cloud console to support agents
- B. Leverage Live Agent for web-based chat
- C. Enable service contracts and entitlements
- D. Implement Salesforce Knowledge on a portal

Answer: BD

NEW QUESTION 201

- (Exam Topic 2)

The Service Manager at Universal Containers is concerned that users will NOT be able to manage cases in the Service Console efficiently and reduce clicks. Which feature should a Consultant implement to address this concern?

- A. Configure Macros
- B. Multiple Monitors Components
- C. Collapsible Sidebar Components
- D. Console Keyboard Shortcuts

Answer: A

NEW QUESTION 202

- (Exam Topic 2)

A company receives support requests through a variety of email addresses and web forms for different parts of the business. Which feature combination will ensure that cases are efficiently handled by the most appropriate representatives?

- A. Case Assignment Rules, Queues, Chatter Groups, Live Agent
- B. Case Assignment Rules, Queues, Public Groups, Omni-Channel
- C. Escalation Rules, Queues, Chatter Groups, Omni-Channel
- D. Escalation Rules, Queues, Public Groups, Live Agent

Answer: B

NEW QUESTION 203

- (Exam Topic 2)

For which purpose should a contact center use Visual Flow?

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

Answer: D

NEW QUESTION 205

- (Exam Topic 2)

Which application will allow a client to enable Ideas on a public website?

- A. Partner portal
- B. Self-service portal
- C. Sites
- D. Customer portal

Answer: C

NEW QUESTION 209

- (Exam Topic 2)

When a Self Service Portal User adds a Case Comment the following actions take place:

- A. An email is automatically sent to the case owner
- B. A Workflow rules is activated
- C. An Assignment Rule is Activated
- D. None of the above

Answer: A

NEW QUESTION 210

- (Exam Topic 2)

A new customer to Salesforce is considering implementing a customer portal. The customer has millions of users and plans to evaluate a high-volume customer portal.

What is a key consideration when configuring a customer portal?

- A. Users cannot own records
- B. Users can download and view content
- C. Users are not associated with a role in the hierarchy
- D. Users can be part of a case team

Answer: C

NEW QUESTION 214

- (Exam Topic 2)

UC's service center needs to provide support for a new product line. The product manager would like to be notified whenever a customer reports a new defect. Which solution should a consultant recommend to meet this requirement?

(choose 1 answer)

- A. Use an escalation rule to move cases into the product manager queue
- B. Use Chatter case feed and case teams to monitor cases
- C. Use an assignment rule to assign new cases to the product manager
- D. Use a workflow rule to send an email to the product manager

Answer: D

NEW QUESTION 216

- (Exam Topic 2)

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: A

NEW QUESTION 221

- (Exam Topic 2)

UC must 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 the 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. What solution should a consultant recommend?

- A. Create a custom web service to handle invoice inserts and updates from the billing system
- B. Create a custom tab of type URL that displays a search page from the billing system
- C. Import payment data into Salesforce and add to the contact page layout related list
- D. Create a Visualforce page that retrieves payment information via a Web Service call-out

Answer: D

NEW QUESTION 224

- (Exam Topic 2)

Which statement is true regarding the Salesforce CTI adapter? Choose 3 answers

- A. It acts as an intermediary between telephony systems, the Salesforce Call Center application, and Salesforce user interface
- B. It is a server-based software program that controls the appearance and behavior of a Salesforce SoftPhone
- C. It is based on the Salesforce CTI Toolkit and consists of source code, libraries, and files
- D. Prebuilt CTI adapters for different telephony systems are available on the Force.com AppExchange
- E. It does NOT require a software install for each call center user on a Windows-based PC.

Answer: ACD

NEW QUESTION 226

- (Exam Topic 2)

A company provides customer support for new products and for routine maintenance of existing products. These cases have many identical stages and fields, however, the maintenance cases are unique and have additional stages and fields that need to be captured. Which two features would meet this requirement? Choose 2 answers

- A. Record Types
- B. Support Processes
- C. Approval Processes
- D. Support Types

Answer: AB

NEW QUESTION 228

- (Exam Topic 2)

UC is in the process of implementing Service Cloud. In which order should the data be migrated?

- A. Users, accounts, contacts, cases
- B. Accounts, contacts, cases, users
- C. Users, contacts, accounts, cases
- D. Accounts cases, users, contacts

Answer: A

NEW QUESTION 230

- (Exam Topic 2)

Which Statement is true regarding Salesforce Chatter Answers? Choose 3 answers

- A. Answers can be exposed to partner portal users
- B. External users can subscribe to Answers
- C. Escalate a question to a case
- D. Knowledge articles can be created from Answers
- E. Select best answers for questions.

Answer: CDE

NEW QUESTION 232

- (Exam Topic 2)

Universal Banking needs to provide a public knowledge base on its website. The company has three product groups (Personal Banking, Mortgage, and CDs) and needs to display information and address common questions about each product area. How should Knowledge be configured? Choose 2 answers.

- A. Create three article types for each product area (Personal Banking, Mortgage, CD).
- B. Create three data categories for each product area (Personal Banking, Mortgage, CD).
- C. Create two data categories to display information (Question/Answer, Product Info).
- D. Create two article types to display information (Question/Answer, Product Info).

Answer: BD

NEW QUESTION 237

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