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Exam A

QUESTION 1
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

Correct Answer: C
Section:
Explanation:
Email-to-Case is a Service Cloud feature that allows you to automatically create cases from incoming emails sent to your company's support addresses. Email-to-Case can handle emails with attachments up to 25 MB in size (minus any text in the email). Email-to-Case also preserves email formatting and supports HTML emails with embedded images. Email-to-Case is suitable for customers who provide digital pictures of their problems as attachments. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Email-to-Case Overview

QUESTION 2
Universal Containers has completed development and testing of its Service Cloud implementation and plans to migrate functionality from the sandbox environment to the production environment.
What should be used for migration functionality?

A. Visual Studio Code and change sets
B. Mass Transfer Records, change sets, and Visual Studio Code
C. Visual Workflow, data loader, and Force.com IDE
D. Data loader, change sets, and Force.com Excel Connector

Correct Answer: D
Section:
Explanation:
Data loader, change sets, and Force.com IDE are tools that can be used for migrating functionality from a sandbox environment to a production environment. Data loader is a tool that can import, export, insert, update, delete, or upsert data in Salesforce. Change sets are outbound sets of metadata components that can be sent from one Salesforce org to another. Force.com IDE is an integrated development environment that allows you to edit, compile, test, and deploy metadata components using Eclipse. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Data Loader Guide, Change Sets Overview, Force.com IDE Developer Guide

QUESTION 3
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.

Correct Answer: A
Section:
Explanation:
Creating Knowledge articles and publishing them internally and publicly can help reduce the call volumes and escalations for a new product line. Knowledge articles are documents that provide information or solutions to common issues or questions. By publishing them internally, service reps can access them to resolve cases faster and more accurately. By publishing them publicly, customers can access them to find answers on their own without contacting the support call center. This can reduce the workload and improve the satisfaction of both service reps and customers. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Knowledge Overview

QUESTION 4
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

Correct Answer: D
Section:
Explanation:
The Lightning Service Console is a user interface that allows you to manage multiple records on one screen and quickly access important information. You can use tabs and subtabs to organize your records and switch between them easily. To meet the requirement of viewing the case history of other cases for the same account when viewing a case, you can use account tabs with case subtabs. This means that you open an account record as a primary tab and then open related cases as subtabs under that account tab. This way, you can see all the cases for that account on one screen and compare their case histories. Verified
Reference: [Tabs and Subtabs in Lightning Console Apps]

QUESTION 5
Ursa Major Solar cells 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

Correct Answer: B
Section:
Explanation:
Visual Remote Assistant is a feature that allows you to provide real-time interactive video support to your customers using their mobile devices. You can see what your customers see through their camera, guide them with annotations and pointers, and troubleshoot issues remotely. This solution can improve the support experience while providing expert-level support, as it can reduce the need for dispatching field workers, save time and costs, and increase customer satisfaction. Verified
Reference: [Visual Remote Assistant]

QUESTION 6
Which search mechanism should be used to find case comments from within the lightning service console?

A. Search utility component
B. Comment search component
C. Comments list view

D. Global search

Correct Answer: D
Section:
Explanation:
Global search is a search mechanism that allows users to find records and information across multiple objects and fields in Salesforce. Global search can be used to find case comments from within the Lightning Service Console by entering keywords in the search box and selecting Case Comments from the drop-down list. Users can also filter the search results by fields such as case number, case owner, or comment date. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Find What You Need with Search

QUESTION 7
Universal Containers (UC) is updating the Service Cloud console app for its call center agents. Management is concerned that deploying the new app will disrupt current operations and impact customer satisfaction.
What should the consultant recommend to mitigation these concerns?

A. Deploy the configured and tested app to production, update the agent's profile to view the app and take away access to the old app.
B. Configure the new app in a sandbox. Use a change-set to push the configuration to production for testing and training.
C. Deploy the configuration from a sandbox to production during the next Salesforce version update so the system only goes down once.
D. Configure the new app in developer org and use an unmanaged package to deploy to production.

Correct Answer: B
Section:
Explanation:
Configuring the new app in a sandbox and using a change-set to push the configuration to production for testing and training is a recommended way to mitigate the concerns of disrupting current operations and impacting customer satisfaction. A sandbox is a copy of the production environment that can be used for development, testing, or training purposes without affecting the live data or users. A change-set is a collection of metadata components that can be deployed from one Salesforce org to another. By using these tools, Universal Containers can ensure that the new app is working as expected and that the agents are familiar with it before making it available in production. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Sandbox Overview, Change Sets Overview

QUESTION 8
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.

Correct Answer: A
Section:
Explanation:
The Knowledge component is a Lightning component that displays relevant articles on the case record page based on the case information. Agents can use the component to search for articles, attach articles to cases, view article details, and provide feedback on articles. The Knowledge component provides suggested article functionality to Lightning Service Console users by automatically recommending articles that match the case subject, description, or data categories. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Use the Lightning Knowledge Component

QUESTION 9
Which feature should a Consultant recommend to allow a Tier 2 Service Representative to take over case processing from Tier1 and know how far Tier1 had progressed in troubleshooting?

A. Service Console Macros
B. Lightning Guided Engagement

C. Path for Cases
D. Lightning Flow Component

Correct Answer: C
Section:
Explanation:
Path for Cases is a feature that allows service reps to see where they are in the process of resolving a case and what steps they need to take next. Path for Cases displays key fields and guidance for each stage of the case lifecycle, such as New, Working, Escalated, or Closed. Path for Cases can help a Tier 2 service representative take over case processing from Tier 1 and know how far Tier 1 had progressed in troubleshooting by showing them the current status and values of the case. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Set Up Path for Cases

QUESTION 10
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

Correct Answer: A, C, E
Section:
Explanation:
Knowledge-Centered Support (KCS) is a methodology that enhances how customer service and support teams access and use knowledge to deliver greater value to customers, employees, and stakeholders. Some of the benefits that can be expected from KCS adoption are:
Increased call deflection: KCS enables customers to find answers to their questions or issues through self-service channels, such as knowledge bases, communities, or chatbots. This reduces the number of calls or emails that reach the support team and improves customer satisfaction and loyalty.
Reduced issue resolution time: KCS allows agents to access and update knowledge articles as part of their support process. This helps them find the information they need to solve problems faster and more accurately, as well as share their knowledge with other agents and customers.
Optimized use of resources: KCS reduces the need for dedicated knowledge management roles or processes, as knowledge creation and maintenance are integrated into the support workflow. This frees up time and resources for other value-added activities, such as product improvement, innovation, or training. Verified
Reference:Service Cloud Consultant Certification Guide & Tips,Knowledge-Centered Service (KCS) Overview

QUESTION 11
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.

Correct Answer: D
Section:
Explanation:
A Lightning email template is a type of email template that can be used to create and send emails from Salesforce. A Lightning email template can include merge fields, images, links, and other formatting options. A Lightning email template can also include a knowledge article as an attachment or a link. A consultant can configure a Lightning email template to send the article to the customer by selecting the Knowledge Article option in the

template editor and choosing the article to include. The agent can then use the template to send an email with the article to the customer from the case record page or the Service Console. Verified Reference:Service Cloud Consultant Certification Guide & Tips, Create Lightning Email Templates

QUESTION 12
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

Correct Answer: D
Section:
Explanation:
On-Demand Email-to-Case is a feature that allows you to automatically create cases from customer emails without installing any software on your email server. It uses an email service provided by Salesforce to convert emails into cases and route them to the appropriate queues or agents. This solution meets the IT policy of Universal Containers, as it does not require any third-party software installation. Verified Reference:On-Demand Email-to-Case

QUESTION 13
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.

Correct Answer: A
Section:
Explanation:
Field Service Lightning is a product that enables you to manage your mobile workforce, optimize schedules, track inventory, and resolve issues in the field. Field engineers can use the Field Service Lightning mobile app to access current inventory levels of products the customer has purchased while at customer sites. They can also view their assigned work orders, get directions, update statuses, and capture signatures. Verified Reference:Field Service Lightning Overview

QUESTION 14
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.

Correct Answer: D
Section:
Explanation:
Data categories are a way to classify and organize your knowledge articles based on criteria such as products, topics, or audiences. You can create data category groups to define the top-level categories for your articles, and

then create subcategories within each group. You can also control which users can access which categories based on their roles or permission sets. To meet the requirement of Universal Containers, you can create a single data category group for each division and assign the categories to the roles that belong to that division. This way, each division will only see its own articles when performing a search. Verified
Reference:Data Categories

QUESTION 15
Universal Containers wants to allow customers to ability to submit cases and also to see a dashboard of case resolution history.
Which type of Community license should be used to meet these requirements?

A. Customer Community Plus
B. Customer Community
C. High Volume Customer Portal
D. Lightning External Apps Starter

Correct Answer: A
Section:
Explanation:
Customer Community Plus is a type of Community license that should be used to meet the requirements of allowing customers to submit cases and see a dashboard of case resolution history. Customer Community Plus licenses are used for external users who access Experience Cloud sites and need to access standard CRM functionality, such as creating and managing cases, viewing reports and dashboards, or collaborating with other users. Customer Community Plus licenses are based on the number of named users and are suitable for frequent or high-value customers who need full access to Service Cloud features. Verified
Reference:Service Cloud Consultant Certification Guide & Tips,Experience Cloud User Licenses

QUESTION 16
Universal Containers wants to deploy the Service Cloud to its contact centers located across North America, Europe, and Asia. The company wants standardized contact center processes and reporting implemented in its centers worldwide.
Which approach should a consultant recommend in this scenario?

A. Assign a global team of experienced agents and leaders to create a common design template and report structure.
B. Assign teams in each major contact center to design a solution unique to its needs and have an analyst build a combined report.
C. Recommend utilizing out-of-the-box functionality to reduce cost and ensure one worldwide process and reporting.
D. Recommend that the VP of Worldwide Support design a global template to provide a clear vision and standardization.

Correct Answer: A
Section:
Explanation:
This is the best approach for deploying the Service Cloud to multiple contact centers located across different regions with standardized processes and reporting. By assigning a global team of experienced agents and leaders, you can leverage their expertise and insights to create a common design template and report structure that meets the business requirements and best practices of each region. This way, you can ensure consistency, efficiency, and quality across all contact centers. You can also facilitate communication and collaboration among the global team members and stakeholders. Verified
Reference: [Best Practices for Implementing Service Cloud]

QUESTION 17
Universal Containers wants to ensure the contracted service level requirements for its clients are being met. What should be configured to meet this requirement?

A. Entitlement processes, milestones, milestone actions, and entitlements
B. Entitlement processes, contracts, contract line Items, and entitlements
C. Entitlement processes, contract line items, milestones, and entitlements
D. Entitlement processes, contracts, milestones, and milestone actions

Correct Answer: A

Section:
Explanation:
Entitlement processes, milestones, milestone actions, and entitlements are features that can be configured to ensure the contracted service level requirements for its clients are being met. Entitlements define the levels of support that customers are eligible to receive based on their products, service contracts, or warranties. Entitlement processes define the timeline and steps required to deliver support to customers. Milestones define the critical steps in the support process, such as first response time or resolution time, and track whether they are completed on time. Milestone actions define the automated actions that occur when a milestone is approaching, violated, or completed, such as sending email notifications, assigning cases to queues or users, or changing field values. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Set Up and Manage Entitlements and Milestones

QUESTION 18
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

Correct Answer: B, C, D
Section:
Explanation:
Page layouts, record types, and support processes are features that can be implemented to support different case management steps and fields for two separate business operations. Page layouts control the layout and organization of fields, buttons, related lists, and other components on a record detail or edit page. Record types allow you to offer different business processes, picklist values, and page layouts to different users based on their profiles. Support processes define the picklist values for the Status field on cases for each record type. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Page Layouts Overview, Record Types Overview, Support Processes Overview

QUESTION 19
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

Correct Answer: A, C
Section:
Explanation:
Open CTI features can be made available to users when building a Lightning App using the App Manager by adding them on a utility bar of the Lightning App or on a record Activity Feed list. A utility bar is a fixed footer that displays utilities (such as Open CTI SoftPhone) as icons in a panel at the bottom of every page in an app. Users can access Open CTI features such as making calls, receiving calls, transferring calls, or logging calls from the utility bar. An Activity Feed list is a component that displays all the past and upcoming activities related to a record, such as tasks, events, emails, or calls. Users can access Open CTI features such as dialing a phone number or logging a call from the Activity Feed list. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Add Utilities to Your App's Utility Bar, Add Activities to Your Lightning Pages

QUESTION 20
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.

Correct Answer: D
Section:
Explanation:
Case escalation rules are used to automatically escalate cases based on certain criteria, such as case age, priority, status, or owner. Escalation rules can trigger actions such as sending email notifications, assigning cases to queues or users, or changing field values. Case escalation rules are the best approach to notify Support Managers when a new case has been untouched for more than two business days. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Set Up Escalation Rules

QUESTION 21
A company would like to implement a solution that would hold service reps accountable to customer Service Level Agreements.
Which two steps should be completed to meet this request? Choose 2 answers

A. Enable Work Orders.
B. Create an Entitlement Process.
C. Set up Milestones.
D. Configure Service Contracts.

Correct Answer: B, C
Section:
Explanation:
Creating an entitlement process and setting up milestones are steps that should be completed to hold service reps accountable to customer Service Level Agreements (SLAs). An entitlement process defines the timeline and steps required to deliver support to customers based on their entitlements. A milestone is a critical step in the support process that has a target date and time by which it must be completed. For example, a milestone could be responding to a customer within 24 hours or resolving a case within 5 days. By creating an entitlement process and setting up milestones, service reps can track their progress and ensure they meet the SLAs for each case. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Set Up and Manage Entitlements and Milestones

QUESTION 22
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.

Correct Answer: C, D, E
Section:
Explanation:
Enabling suggested articles on new cases, enabling article submission during case close, and creating an email template to send articles as PDF attachments are recommendations that a consultant should make to assist agents with the resolution of cases using Knowledge. Suggested articles are a feature that automatically recommends relevant articles to agents based on the case information. Agents can view the suggested articles in the case feed or the knowledge sidebar, and attach them to the case or email them to the customer. Article submission during case close is a feature that allows agents to create new articles or update existing articles from the case resolution page. Agents can use this feature to capture and share their knowledge after resolving a case. An email template is a type of template that can be used to create and send emails from Salesforce. An email template can include merge fields, images, links, and other formatting options. An email template can also include a knowledge article as an attachment or a link. Agents can use this feature to send an email with the article to the customer from the case record page or the Service Console. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Suggested Articles Overview, Submit Articles During Case Close, Create Lightning Email Templates

QUESTION 23
Cloud Kicks (CK) provides customized support based on product line and plans to expand from voice-only support Support agents are certified on one or more specific product lines.
CK would like to provide support through chat, social, email, video, and web and are striving for a consistent customer experience. Agents will be trained in one or two of the new support methods, in addition to voice support.
What is the recommended solution to meet the requirements?

A. Knowledge One with Article Recommendations
B. Experience Cloud with self-support
C. Omni-Channel with Skills-Based Routing.
D. Live Agent and Live Message

Correct Answer: C
Section:
Explanation:
Omni-Channel with Skills-Based Routing is the recommended solution to meet the requirements of Cloud Kicks (CK). Omni-Channel is a feature that allows you to manage the distribution and prioritization of work items (such as cases, chats, leads, or orders) across different channels (such as voice, chat, social, email, video, and web) and agents. Skills-Based Routing is a type of routing model that assigns work items to agents based on their skills and skill levels. For example, an agent who is certified on a specific product line and trained in chat support can receive chat requests related to that product line. Omni-Channel with Skills-Based Routing can help CK provide support through multiple channels, ensure a consistent customer experience, and match work items with agent expertise. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Omni-Channel Overview, Set Up Skills-Based Routing

QUESTION 24
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.

Correct Answer: C
Section:
Explanation:
Creating a Custom Report type with activities as the primary object is the recommended way to create a report on agents' daily call volume, including related case and contact information. A Custom Report type is a type of report that allows you to select the objects and fields that you want to report on, as well as define the relationships between the objects. By selecting activities as the primary object, you can report on the calls that agents have made or received, as well as filter them by date, duration, or status. By selecting case and contact as related objects, you can report on the details of the cases and contacts that are associated with the calls, such as case number, case owner, contact name, or contact phone number. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Create Custom Report Types

QUESTION 25
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

Correct Answer: D
Section:
Explanation:
Experience Cloud with Customer Account Portal template is the recommended solution to meet the requirements of reducing service costs and improving customer relationship by allowing customers to pay invoices and update their contact information online. Experience Cloud is a product that allows you to create branded online portals for your customers, partners, or employees. Experience Cloud sites can provide self-service resources, such as knowledge articles, FAQs, forums, and case management. Customer Account Portal is a template that provides a pre-built site for customers to access their account information, such as invoices, payments, orders, contracts, or contact details. Customers can also update their profile, preferences, or communication settings from the site. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Experience Cloud Overview, Customer Account Portal Template Overview

QUESTION 26
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.

Correct Answer: B
Section:
Explanation:
Creating a data category for each product and assigning data categories to service agents is the recommended approach to ensure that Knowledge searches only display articles for a service agent's product specialization. Data categories are a way of classifying articles based on topics or criteria that make sense for your business. Data categories can be used to control the visibility and searchability of articles for different users and communities. By creating a data category for each product, you can group articles by product line and make it easier for agents and customers to find relevant information. By assigning data categories to service agents, you can restrict their access and search results to only the articles that match their product specialization. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Data Categories Overview

QUESTION 27
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 AppExdiange 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.

Correct Answer: A, C, D
Section:
Explanation:
Installing an adapter from AppExchange to work with third-party CTI systems, assigning the correct Salesforce users to the Call Center, and creating a softphone layout and assigning to user profiles are configurations that are needed for the softphone to work in Salesforce. A softphone is a customizable call-control tool that appears in the footer of the Service Console and allows agents to make and receive phone calls from within Salesforce. A softphone requires an adapter to connect with a third-party CTI (Computer Telephony Integration) system that handles the telephony functions, such as dialing, transferring, or conferencing. An adapter can be installed from AppExchange or developed using the Open CTI API. A Call Center is a record that defines the settings and behavior of the softphone, such as the adapter URL, the search preferences, or the call results. A Call Center must be created and assigned to the Salesforce users who need to use the softphone. A softphone layout is a layout that defines the fields and buttons that appear on the softphone for different call scenarios, such as inbound, outbound, or internal calls. A softphone layout must be created and assigned to the user profiles who need to use the softphone. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Set Up Softphones in Salesforce Classic

QUESTION 28

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

Correct Answer: C
Section:

QUESTION 29
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

Correct Answer: C
Section:
Explanation:
Lightning Guided Engagement is a feature that allows you to create and display interactive guides for agents in the Lightning Service Console. Lightning Guided Engagement uses flows to define the steps and logic for each guide, such as displaying prompts, collecting inputs, updating records, or branching based on conditions. You can then use the Engagement component to embed the guides in the Service Console and trigger them based on record criteria, such as case status, priority, or product. Lightning Guided Engagement can help you configure the Lightning Service Console to support different troubleshooting steps for Tier 1 and Tier 2 support by creating different guides for each tier and displaying them based on the case record type or owner. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Create Interactive Guides with Lightning Guided Engagement

QUESTION 30
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.

Correct Answer: D
Section:
Explanation:
Verifying that users are assigned the Chat feature license is the configuration option that should be verified if agents cannot see the Chat footer component in the Service Console. A Chat feature license is a type of license that enables users to access Chat functionality, such as initiating, receiving, transferring, or ending chat sessions, sending quick texts or files, or viewing chat reports. Users must have a Chat feature license assigned to their user record in order to use Chat in the Service Console. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Assign Chat Licenses

QUESTION 31

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.

Correct Answer: B
Section:
Explanation:
Using an auto-launched flow to capture details is the recommended method to consistently capture new caller details. An auto-launched flow is a type of flow that runs in the background without user interaction. An auto-launched flow can be triggered by various actions, such as creating a record, updating a field, clicking a button, or invoking a process. An auto-launched flow can perform various tasks, such as collecting inputs, updating records, creating records, or calling external services. Using an auto-launched flow to capture details can help ensure that support agents enter the necessary information for new callers, such as their name, email address, phone number, or reason for call. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Create an Auto-Launched Flow

QUESTION 32
Cloud Kicks (CK) has recently started using Entitlements within its support process. However, CK has found many cases with inaccurate data. As many Entitlements are similarly named, service agents are selecting Entitlements that are not associated with the Account assigned on the Case.
What is the recommended method to meet the requirements?

A. Lookup Filter
B. Auto-Add Milestones
C. Cross-Object Formula
D. Approval Process

Correct Answer: A
Section:
Explanation:
A Lookup Filter is the recommended method to meet the requirement of preventing service agents from selecting entitlements that are not associated with the account assigned on the case. A Lookup Filter is a type of filter that restricts the values and records that are available in a lookup field based on criteria and conditions. A Lookup Filter can be used to limit the entitlements that are available in the Entitlement Name lookup field on the case page layout based on the Account Name field value. This way, service agents can only select entitlements that belong to the same account as the case. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Define Lookup Filters

QUESTION 33
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.

Correct Answer: B

Section:
Explanation:
Identifying the requirements needed for initial GoLive is the recommended next step after gathering a large set of required deliverables for implementing Service Cloud. Identifying the requirements needed for initial GoLive involves prioritizing the requirements based on their importance, urgency, complexity, and dependency. This can help determine the scope and timeline of the project, as well as the resources and budget needed. Identifying the requirements needed for initial GoLive can also help avoid scope creep, manage expectations, and ensure a successful implementation. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Project Management Best Practices

QUESTION 34
A Contact Center Manager is implementing a new customer care program and wants to specifically measure customer loyalty.
Which three measures satisfy this requirement? Choose 3 answers

A. customer satisfaction Survey
B. Customer Purchase History
C. Customer Support Requests
D. Net promoter Score
E. Service Level Agreement

Correct Answer: A, D, E
Section:
Explanation:
Customer satisfaction survey, Net promoter score, and Service level agreement are measures that can be used to specifically measure customer loyalty. Customer satisfaction survey is a method of collecting feedback from customers about their satisfaction with a product, service, or experience. Customer satisfaction survey can help measure customer loyalty by indicating how happy customers are with the company and how likely they are to continue doing business with them. Net promoter score is a metric that measures the willingness of customers to recommend a company's products or services to others. Net promoter score can help measure customer loyalty by indicating how loyal customers are to the company and how likely they are to refer new customers to them. Service level agreement is a contract that defines the level of service that a customer expects from a provider, such as response time, resolution time, availability, or quality. Service level agreement can help measure customer loyalty by indicating how well the company meets the customer's expectations and how satisfied the customer is with the service. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Measure Customer Satisfaction, Net Promoter Score Overview, Set Up and Manage Entitlements and Milestones

QUESTION 35
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

Correct Answer: D
Section:
Explanation:
A case macro is a set of instructions that tells Salesforce how to update fields, send emails, and perform other tasks on a case. By creating a case macro that updates the case status to Waiting for Customer and sends an email to the case contact, agents can perform this step with one click and avoid forgetting it. Verified
Reference:Salesforce Help: Macros

QUESTION 36
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

Correct Answer: A, C
Section:
Explanation:
A CTI adapter is a software component that connects Salesforce to a phone system and enables features such as click-to-dial, screen pop, call logging, and call transfer. A call center definition file is an XML file that defines the settings and behaviors of the CTI adapter for Salesforce users. Both of these are key considerations for integrating a phone system with the Salesforce Service Console. Verified
Reference:Salesforce Help: CTI AdaptersandSalesforce Help: Call Center Definition Files

QUESTION 37
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. Omni-Channel
B. Entitlements
C. Case Escalation
D. Case Milestones

Correct Answer: B
Section:
Explanation:
Entitlements are units of customer support in Salesforce, such as phone support or web support. They allow you to define different levels of support for different customers and ensure that agents are working within the service level agreement (SLA). You can use entitlements to track service contracts, create service level agreements, and verify customer eligibility for support. Verified
Reference: [Salesforce Help: Entitlement Management]

QUESTION 38
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.

Correct Answer: A, D
Section:
Explanation:
These two reports are useful for demonstrating the success of self-service initiatives, as they show how many customers are able to resolve their issues without contacting an agent, and how many customers are using the Community as a channel for support. These reports can indicate a reduction in case volume and an increase in customer satisfaction. Verified
Reference: [Salesforce Help: Self-Service Metrics] and [Salesforce Help: Community Reports]

QUESTION 39
Which three are characteristics of Visual Workflow? Choose 3 answers

A. Apex code must be used to update fields in the database.
B. Elements can be used to pass data to legacy systems.
C. Apex code must be used to pass data to legacy systems.

D. Only one version of a flow can be activated at a time.
E. Elements can be used to update fields in the database.

Correct Answer: B, D, E
Section:
Explanation:
Visual Workflow is a tool that allows you to create flows that automate business processes in Salesforce. Flows consist of elements that define the logic, data manipulation, and user interface of the flow. Elements can be used to pass data to legacy systems using outbound messages or Apex actions, update fields in the database using record elements, and perform other tasks. Only one version of a flow can be activated at a time, meaning that only one version can run when triggered by users or processes. Verified
Reference: [Salesforce Help: Visual Workflow]

QUESTION 40
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.

Correct Answer: A, B
Section:
Explanation:
These two metrics are useful for identifying knowledge article effectiveness, as they indicate the gaps and weaknesses in the knowledge base. Knowledge search query with no results shows how often customers and agents search for something that is not covered by any article, which suggests a need for creating new content. Knowledge articles with the lowest rating shows how satisfied customers and agents are with the quality and relevance of the existing articles, which suggests a need for improving or updating the content. Verified
Reference:Report on Salesforce Knowledge ArticlesandKnowledge Base Dashboards & Reports

QUESTION 41
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.

Correct Answer: A
Section:
Explanation:
This solution will meet the requirements, as Process Builder can be used to create workflows that send notifications to the product development team based on case criteria, such as priority and product type. Case teams can be used to help agents collaborate with other teams, such as product development, by granting them access to the case and displaying them in a related list on the case detail page. Verified
Reference:Set Up Case Teamsand Process Builder Overview

QUESTION 42
A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system.

A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system.
Which two metrics can be used to assess the success of the new workforce management system? Choose 2 answers

A. Number of calls offered
B. Agent utilization
C. Quality monitoring score
D. Schedule adherence

Correct Answer: B, D
Section:
Explanation:
Agent utilization is the percentage of time that agents are occupied with handling customer interactions or after-call work. It is a measure of how efficiently agents are using their time. Schedule adherence is the degree to which agents stick to their planned work schedules. It is a measure of how well agents follow their assigned shifts, breaks, and lunches. Both metrics can be used to assess the success of a new workforce management system, as they indicate how well the system is optimizing agent productivity and availability. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Workforce Engagement

QUESTION 43
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

Correct Answer: C
Section:
Explanation:
Field Service is a Salesforce product that enables companies to manage work orders, service appointments, service resources, and service territories. It also provides features such as scheduling optimization, mobile access, and offline support. Field Service is the recommended functionality for scheduling repair service when an agent is unable to solve the customer's problem via the call center. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Field Service Overview

QUESTION 44
Universal Containers wants to notify Support Managers when a new case have been untouched from more than two business days.
Which approach should a consultant implement?

A. Define case auto-response rules.
B. Estabalish case assignment rules.
C. Use Flow Builder to create a flow with scheduled path.
D. Configure case escalation rules.

Correct Answer: D
Section:
Explanation:
Case escalation rules are used to automatically escalate cases based on certain criteria, such as case age, priority, status, or owner. Escalation rules can trigger actions such as sending email notifications, assigning cases to queues or users, or changing field values. Case escalation rules are the best approach to notify Support Managers when a new case has been untouched for more than two business days. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Set Up Escalation Rules

QUESTION 45
Support Managers have requested the ability to provide real-time feedback to Agents during customer chat sessions.
What feature should a consultant configure to meet this requirement?

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

Correct Answer: C
Section:
Explanation:
Omni-channel Supervisor is a feature that allows managers to monitor the performance and activity of agents and queues in real time. Managers can view metrics such as agent status, workload, capacity, and chat transcripts. Managers can also provide real-time feedback to agents during customer chat sessions by sending private messages or coaching requests. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Omni-Channel Supervisor Overview

QUESTION 46
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

Correct Answer: A, B
Section:
Explanation:
A customer community is a branded online portal that allows customers to access self-service resources, such as knowledge articles, FAQs, forums, and case management. A knowledge base is a repository of information that can help customers find answers to their questions or issues. Both solutions can help promote call deflection by enabling customers to resolve their own problems without contacting the contact center. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Experience Cloud Overview, Knowledge Overview

QUESTION 47
Universal Containers has an active presence on Twitter and Facebook. Customers' requests from these social media channels should be responded to by support agents.
What should a consultant recommend to meet this requirement?

A. Social Persona for Twitter and Facebook.
B. Social Media Marketing message tagging.
C. Social Customer Service for Twitter and Facebook.
D. Einstein Bot social queues.

Correct Answer: C
Section:
Explanation:
Social Customer Service is a feature that allows agents to respond to customer requests from social media channels such as Twitter and Facebook. Agents can create cases from social posts, reply to customers using social handles, and monitor social conversations using keywords and hashtags. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Social Customer Service Overview

QUESTION 48
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.

Correct Answer: C
Section:
Explanation:
Suggested Articles is a feature that automatically recommends relevant knowledge articles to agents based on the case information. Agents can view the suggested articles in the case feed or the knowledge sidebar, and attach them to the case or email them to the customer. Suggested Articles can help decrease the time it takes to close cases by providing agents with quick access to the information they need to solve the customer's problem. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Suggested Articles Overview

QUESTION 49
Universal Containers wants to implement a customer service site. The goal of the site is to enable community members to access, create, and manage cases online.
How should the consultant implement these requirements?

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

Correct Answer: D
Section:
Explanation:
A sharing set is a feature that allows community members to access records that are not owned by them or shared with them by the org-wide default settings. A sharing set can grant access based on a common lookup field, such as the contact field on the case object. By setting up a sharing set to grant access based on the site member's contact record, the consultant can enable community members to access, create, and manage cases online. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Sharing Sets Overview

QUESTION 50
Universal containers is looking for ways to provide more proactive support and to promote its brand on the internet with minimal investment. A consultant recommends installing the Social Customer Service Start Pack.
Which two feature should the consultant recommend as part of the deployment?

A. Select two Twitter or Facebook accounts.
B. Create and assign permission sets to give agents social account access.
C. Retrieve Social Studio credentials.
D. Enable the Moderation feature to automatically create cases from posts.

Correct Answer: A, B
Section:
Explanation:
Customer Community Login licenses are used for external users who access Experience Cloud sites and need to view and execute reports with the ability to ''Run as specified user''. This license type allows users to create and

manage cases, as well as access custom objects and tabs. Customer Community Login licenses are based on the number of monthly logins and are suitable for occasional users who do not need full access to standard CRM functionality. Verified
Reference:Service Cloud Consultant Certification Guide & Tips,Experience Cloud User Licenses

QUESTION 51
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.

Correct Answer: C
Section:
Explanation:
The Knowledge Base Dashboards and Reports AppExchange package is a free package that provides pre-built dashboards and reports to help you measure and improve your knowledge base. You can use this package to gather information on knowledge article usefulness, such as article ratings, views, feedback, searches, and gaps. Verified
Reference:Knowledge Base Dashboards and Reports

QUESTION 52
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.

Correct Answer: B, D, E
Section:
Explanation:
These three solutions will help achieve the mission statement of empowering customers to interact with Universal Containers in the way of their choosing. Creating a central ''Contact Us'' page will provide customers with a clear and easy way to find all the available channels of support, such as phone, email, web, chat, etc. Optimizing the customer community for mobile devices will ensure that customers can access the same support features on their smartphones or tablets as they can on their desktops. Enabling customers to be emailed FAQs by accessing the interactive voice response 24 hours per day will allow customers to get self-service support even when the call center is closed. Verified
Reference:Create a Contact Us Page, [Optimize Your Community for Mobile Devices], [Send Email from Interactive Voice Response]

QUESTION 53
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.

Correct Answer: B
Section:
Explanation:
Entitlements and milestones are features that help you track service contracts and service level agreements (SLAs) in Salesforce. Entitlements are units of customer support, such as phone support or web support, that specify what kind of support a customer is eligible for. Milestones are time-dependent tasks that represent required steps in your support process, such as first response time or resolution time. By defining entitlements and milestones, you can ensure that each case goes through the set of steps required by your SLA and meets the time limits for each step. Verified
Reference: [Entitlement Management]

QUESTION 54
Milestones can be added to which three object types?
Choose 3 Answers

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

Correct Answer: A, B, D
Section:
Explanation:
Milestones can be added to work orders, cases, and entitlements in Salesforce. Work orders are records that track service requests for customers. Cases are records that track customer issues or inquiries. Entitlements are units of customer support that specify what kind of support a customer is eligible for. You can use milestones to define the required steps and time limits for resolving work orders, cases, and entitlements. Verified
Reference:Milestones: Supported Objects

QUESTION 55
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

Correct Answer: B, C, D
Section:
Explanation:
Publisher actions, macros, and quick text are Salesforce productivity features that can help reduce the clicks a customer support agent uses when working on a case. Publisher actions are buttons that let you create records or perform tasks from the feed or record page. Macros are sets of instructions that tell Salesforce how to update fields, send emails, and perform other tasks on a case. Quick text are reusable messages that you can insert into emails, chats, tasks, events, and more. Verified
Reference:Sales Cloud Productivity Best Practices

QUESTION 56
Universal Containers wants to help customers resolve issues by browsing Knowledge articles and submit a case if they need more information.
What should the consultant recommend to meet the requirements?

A. Allow Comments on Knowledge articles.

B. Implement Case Assignment Rules.
C. Enable Chat in an Experience Cloud site.
D. Create a self-service Help Center.

Correct Answer: D
Section:
Explanation:
Creating a self-service Help Center is a good way to help customers resolve issues by browsing Knowledge articles and submit a case if they need more information. A self-service Help Center is an Experience Cloud site that provides customers with access to Knowledge articles, case management, and other features. Customers can search for articles that answer their questions, rate and comment on articles, and create cases if they need further assistance. Verified
Reference:Create a Self-Service Help Center

QUESTION 57
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

Correct Answer: B
Section:
Explanation:
Customer Community Login licenses are used for external users who access Experience Cloud sites and need to view and execute reports with the ability to ''Run as specified user''. This license type allows users to create and manage cases, as well as access custom objects and tabs. Customer Community Login licenses are based on the number of monthly logins and are suitable for occasional users who do not need full access to standard CRM functionality. Verified
Reference:Service Cloud Consultant Certification Guide & Tips,Experience Cloud User Licenses

QUESTION 58
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.

Correct Answer: D
Section:

QUESTION 59
To help Service Agents more accurately respond to Cases, Universal Containers want a list of relevant Articles displayed on the Case record page.
How should a consultant configure this requirement?

A. Add the Knowledge related list to the Case record page.
B. Add the Knowledge tab to the Service Console.
C. Add Knowledge Data Categories to each Case.

D. Add the Knowledge Component to the Case record page.

Correct Answer: D
Section:
Explanation:
The Knowledge component is a Lightning component that displays relevant articles on the case record page based on the case information. Agents can use the component to search for articles, attach articles to cases, view article details, and provide feedback on articles. The Knowledge component helps agents find the information they need to resolve cases faster and more accurately. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Use the Lightning Knowledge Component

QUESTION 60
Universal Containers wants to maintain Service Level Agreements on its customer cases. Customers are provided different service levels based on their Services agreement. The VP of Customer Service wants to use Service Cloud to track and ensure senior management is alerted when cases have NOT completed certain stages.
Which Service Cloud feature should the Consultant recommend to address this requirement?

A. Salesforce Console
B. Entitlements and Milestones
C. Case Escalation
D. Case Assignment

Correct Answer: B
Section:
Explanation:
Entitlements and milestones are Service Cloud features that help you track and ensure service level agreements (SLAs) on customer cases. Entitlements define the levels of support that customers are eligible to receive based on their products, service contracts, or warranties. Milestones define the critical steps in your support process, such as first response time or resolution time, and track whether they are completed on time. You can use entitlement processes to automate actions when milestones are approaching, violated, or completed, such as sending email notifications, assigning cases to queues or users, or changing field values. Verified
Reference:Service Cloud Consultant Certification Guide & Tips, Set Up and Manage Entitlements and Milestones

QUESTION 61
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

Correct Answer: A, C
Section:
Explanation:
When a service rep transfers a live agent chat to another rep, the customer is shown the new rep's name in the chat window. This helps the customer know who they are talking to and avoid confusion. The chat transcripts and case are also transferred to the new rep, so they can see the previous conversation history and case details. This helps the new rep understand the customer's issue and provide a seamless service experience. Verified
Reference:Service Cloud Consultant Certification Guide & Tips,Transfer Chats

QUESTION 62
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.

Correct Answer: A, D
Section:
Explanation:
An interactive voice response (IVR) is a system that allows callers to interact with a phone system using voice or keypad inputs. It can be used to provide information, route calls, or collect data from callers. A call abandonment rate is the percentage of callers who hang up before reaching an agent or completing their interaction with the IVR. To reduce the call abandonment rate, two possible strategies are to simplify the IVR tree and add additional agents to lower average hold time. Simplifying the IVR tree can make it easier and faster for callers to find what they need or reach an agent, reducing their frustration and impatience. Adding additional agents can reduce the queue length and the time callers have to wait on hold, increasing their likelihood of staying on the line. Verified
Reference: [Interactive Voice Response (IVR)] and [Call Abandonment Rate]

QUESTION 63
Cloud Kicks (CK) has created hundreds of Knowledge articles about its products. The articles have been attached to dosed 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.

Correct Answer: A
Section:
Explanation:
When you edit an article in Salesforce Knowledge, you can choose to flag it as a new version when you publish it. This option creates a new version of the article with a new version number and keeps the previous version in an archived state. The archived version is still associated with the closed cases that it was attached to, while the new version is available for future cases. This way, you can see that a prior article version was associated with the closed cases. Verified
Reference: [Flag an Article as a New Version When You Publish It]

QUESTION 64
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

Correct Answer: B
Section:
Explanation:
Criteria-based record page components are components that only display on a record page when certain conditions are met. For example, you can show a component only when the case status is closed, or when the case priority is high. This way, you can reduce the clutter on the Lightning Service Console and make it easier for service representatives to find the tabs and features they need. You can use the Lightning App Builder to define criteria-based record page components for different objects and apps. Verified
Reference: [Criteria-Based Record Page Components]

QUESTION 65
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.

Correct Answer: A, B
Section:
Explanation:
Case assignment rules are rules that automatically assign cases to users or queues based on certain criteria. You can create a case assignment rule to ensure that cases are owned by a user when they are closed, by setting the criteria to match the closed case status and the action to assign the case to the user who last modified it. This way, you can prevent cases from being closed while still owned by a queue. To correct the existing problem of hundreds of cases that are closed but still owned by a queue, you can use a data tool such as Data Loader or Import Wizard to update the owner field on those cases in bulk. Verified
Reference: [Case Assignment Rules] and [Data Tools]

QUESTION 66
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

Correct Answer: B, D
Section:
Explanation:
These are two features that a consultant should recommend to implement a customer community to provide self-service options to its B2C customers. Chatter Answers is a feature that allows customers to post questions, provide answers, and comment on other posts in the community. Chatter Answers can help customers find solutions from other customers or experts without creating a case. Cases is a feature that allows customers to create, view, and manage cases online in the community. Cases can help customers get support from agents when they cannot find answers from other sources. Verified
Reference: : https://help.salesforce.com/s/articleView?id=sf.networks_chatter_answers_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.networks_cases_overview.htm&type=5

QUESTION 67
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

Correct Answer: D
Section:
Explanation:
Creating a Case Macro is a solution that can address the problem of agents forgetting to update the case status to waiting for customer after they send an email to the case contact. A Case Macro is a set of instructions that can automate common or repetitive tasks on a case, such as sending an email and updating a field. A Case Macro can help agents save time and avoid errors when working on cases. Verified

Reference: : https://help.salesforce.com/s/articleView?id=sf.console2_macros_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.console2_macros_create.htm&type=5

QUESTION 68
universal Containers (UC) hired agents in an expansion of the contact center. Getting agents up to speed and fully productive is a pnority. UC implemented a standardized agent customer dialog to assist agents.
Which two features should a consultant integrate of the Service Console?
Choose 2 answers

A. Lightning Flow for service
B. Interaction Log
C. Lightning Process Builder
D. Path for Cases

Correct Answer: A, D
Section:
Explanation:
Lightning Flow for Service and Path for Cases are features that a consultant should integrate of the Service Console to assist agents in following a standardized customer dialog and getting up to speed and fully productive. These features can help guide agents through the case resolution process, as well as provide them with relevant information and actions for each stage. For example:
Lightning Flow for Service is a feature that allows you to create guided, interactive, and consistent experiences for your agents in the Service Console. Lightning Flow for Service can help automate tasks, collect data, update records, or invoke other processes based on the case context and customer needs.
Path for Cases is a feature that displays the key fields and guidance for each stage of a case lifecycle, such as new, working, escalated, or closed. Path for Cases can help agents understand what needs to be done at each stage, as well as access the required fields, actions, tips, or links.
Verified
Reference:Service Cloud Consultant Certification Guide & Tips, [Lightning Flow for Service Overview], [Set Up Path]

QUESTION 69
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

Correct Answer: B, C
Section:
Explanation:
These are two deployment solutions that the consultant should use to ensure skills-based routing is operational in Production. Change Sets are tools that allow administrators to deploy changes from one Salesforce org to another, such as custom objects, fields, workflows, or profiles. Change Sets can be used to deploy the configuration changes related to skills-based routing, such as service channels, routing configurations, or routing rules.
Data Loader is a tool that allows administrators to import or export data from Salesforce, such as records, attachments, or documents. Data Loader can be used to migrate the data related to skills-based routing, such as skills, skill assignments, or queues. Verified
Reference: : https://help.salesforce.com/s/articleView?id=sf.changesets.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.data_loader.htm&type=5

QUESTION 70
Milestones can be added to which two Object types?
Choose 2 answers

A. Account

B. Work Order
C. Last
D. Case

Correct Answer: B, D
Section:
Explanation:
These are two object types that milestones can be added to. Milestones are time-dependent actions that need to be completed within a certain period to achieve service level agreements (SLAs). Milestones can be added to work orders or cases using entitlement processes, which are timelines that include multiple milestones for each work order or case. Verified
Reference: : https://help.salesforce.com/s/articleView?id=sf.entitlements_milestones_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.entitlements_process_overview.htm&type=5

QUESTION 71
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.

Correct Answer: D
Section:
Explanation:
Creating a report using the Case Snapshot report type is a reporting solution that can help the manager compare the amount of time that cases have spent within each status during their lifecycle. The Case Snapshot report type shows the case status and the number of days that the case was in each status. The Case Snapshot report type can help identify bottlenecks and inefficiencies in the case resolution process. Verified
Reference: : https://help.salesforce.com/s/articleView?id=sf.reports_standard_report_types.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.reports_case_snapshot.htm&type=5

QUESTION 72
Sen. tee Agents report that there ere so many buttons ana components on the Case layout that I is difficult for them to remember which features should be used.
Mow can a consultant address this concern'

A. Improve Validation Ru!e messages.
B. Use Einstein Next Best Action.
C. Configure Path for Cases.
D. Implement record types and pege layouts.

Correct Answer: B
Section:
Explanation:
Using Einstein Next Best Action is a solution that can address the concern of having too many buttons and components on the Case layout. Einstein Next Best Action is a feature that uses artificial intelligence to suggest the best actions or offers for each case, based on the case information, business rules, and predictive models. Einstein Next Best Action can help agents focus on the most relevant and effective features for each case and reduce clutter on the Case layout. Verified
Reference: : https://help.salesforce.com/s/articleView?id=sf.next_best_action_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.next_best_action_setup.htm&type=5

QUESTION 73
Support cent' agents at Cloud Kicks use a serv ce console. Over a few hours, an agent may work with up to 10 different customers. Often, agents need to return to a prior case and make a phone call to the customer. The telephone number to call is recorded in the case notes.

What are two recommended service console features that work together to improve the process **
Choose 2 answers

A. Quick Action
B. Outbound Sales Dialer
C. Macros
D. History Utility

Correct Answer: C, D
Section:
Explanation:
These are two service console features that work together to improve the process of making a phone call to the customer based on the case notes. Macros are tools that allow agents to automate common or repetitive tasks on a record, such as sending an email or updating a field. Macros can help agents save time and avoid errors when making a phone call to the customer. History Utility is a tool that allows agents to view their recently accessed records or tabs in the service console. History Utility can help agents quickly return to a prior case and find the phone number in the case notes. Verified
Reference: : https://help.salesforce.com/s/articleView?id=sf.console2_macros_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.console2_history_overview.htm&type=5

QUESTION 74
Cloud Kicks wants to view cases resolved on the nrst cal. Pecs nave been trainee to use Save & Close when creating a Case. An existing Closed Case repot must be modified to show ftrst call resolution.
What is the recommendeo report change to meet the requirements7

A. Filter or Cosed When Created equals true
B. Filter on Status equals Ctosea Resolved
C. Filter where Dete/Time Opened equals Created Date
D. Filter where Closed Date equals Created Date

Correct Answer: A
Section:
Explanation:
Filtering on Closed When Created equals true is a report change that can show first call resolution. Closed When Created is a field on the Case object that indicates whether the case was closed when it was created, meaning it was resolved on the first call. Filtering on this field will show only the cases that were closed on the first call. Verified
Reference: : https://help.salesforce.com/s/articleView?id=sf.case_fields.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.reports_filtering.htm&type=5

QUESTION 75
A recent work task entiys sVa service center rtviaUd that service agents perform the same steps when closing a case and sending a survey through email. These steps take around l minute per case. With minions of cases closed each year, it is important to improve the efficiency of this operation.
What are two recommended Service Ctoud features that work togethe' to improve the process'
Choose 2 answers

A. Quick Text
B. Macros
C. Global Quick Action
D. Email Temp ates

Correct Answer: B, D
Section:
Explanation:
These are two Service Cloud features that work together to improve the process of closing a case and sending a survey through email. Macros are tools that allow agents to automate common or repetitive tasks on a record, such as sending an email or updating a field. Macros can help agents save time and avoid errors when closing a case and sending a survey through email. Email Templates are tools that allow administrators to create

predefined email messages that can be used for common purposes, such as sending surveys or confirmations. Email Templates can help ensure consistent and professional communication with customers. Verified
Reference: : https://help.salesforce.com/s/articleView?id=sf.console2_macros_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.email_templates_overview.htm&type=5

QUESTION 76
Cloud Kicks (CK) has a service performance aasnboard to marage .ts entire support organization. Now, CK would like to understand performance from different perspectives, such as by product Hne or case close date quarter.
What is the recommended solution to meet the requirements'

A. Configure e deshboerd refresh schedule.
B. Ensure View All Data is not assigned to users.
C. Use a Dynamic Dashboard based on running user.
D. Add multiple Dashboard Filters.

Correct Answer: D
Section:
Explanation:
Adding multiple Dashboard Filters is a solution that can enable Cloud Kicks to view cases resolved on the first call from different perspectives, such as by product line or case close date quarter. Dashboard Filters are criteria that can be applied to dashboard components to show data for a specific dimension, such as a field, a value, or a range. Dashboard Filters can help create interactive and dynamic dashboards that show different views of the data. Verified
Reference: : https://help.salesforce.com/s/articleView?id=sf.dashboards_filters_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.dashboards_filters_add.htm&type=5

QUESTION 77
Service agents at Cloud Kicks report spending a lot of time on similar cases, such as reset password requests. Agents will typically select an email template with password reset instructions, send an email to the customer, and update the case status to 'Responded'.
What is the recommended feature to improve productivity?

A. Quick Text
B. Service Console
C. Lightning Utility Bar
D. Macros

Correct Answer: D
Section:
Explanation:
Macros are a feature that can improve productivity for service agents who spend a lot of time on similar cases, such as reset password requests. Macros are tools that allow agents to automate common or repetitive tasks on a record, such as sending an email or updating a field. Macros can help agents save time and avoid errors when working on similar cases. Verified
Reference: : https://help.salesforce.com/s/articleView?id=sf.console2_macros_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.console2_macros_create.htm&type=5

QUESTION 78
Cloud Kicks provides support to customers through voice, web, and chat channels. Cases are routed to service agents based on availability and skills. When agents encounter issues, they can raise a flag. Supervisors need to respond to flags and provide responses that only the agent can view.
What is the recommended solution to meet the requirements?

A. Screen Flow
B. Einstein Case Routing
C. Case Escalation Rules
D. Omni-Channel Supervisor

Correct Answer: D

Section:
Explanation:
Omni-Channel Supervisor is a solution that can enable supervisors to respond to flags and provide responses that only the agent can view. Omni-Channel Supervisor is a tool that allows supervisors to monitor and manage the work and performance of agents in real time. Omni-Channel Supervisor can help supervisors respond to flags raised by agents who encounter issues and provide private coaching messages that only the agent can see.
Verified
Reference: : https://help.salesforce.com/s/articleView?id=sf.omnichannel_supervisor_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.omnichannel_supervisor_flags.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.omnichannel_supervisor_messages.htm&type=5

QUESTION 79
Cloud Kicks (CK) has service agents based in North America and Europe respond to new leads created in Salesforce. The lead record includes the language spoken: English, French, or 5panish.
In CK's industry, the time to contact after a lead expresses interest is a critical success factor. Most service agents speak a single language and a few are multilingual.
What is the recommended feature to meet the requirements?

A. Lead Assignment Rules
B. Queue-Based Routing
C. Skills-Based Routing
D. Lightning Flow for Service

Correct Answer: C
Section:
Explanation:
Skills-Based Routing is a feature that can enable service agents based in North America and Europe to respond to new leads created in Salesforce based on the language spoken. Skills-Based Routing is a feature that allows administrators to assign skills to agents and route work items, such as leads, cases, or chats, to the most qualified agent based on their skills, availability, and capacity. Skills-Based Routing can help ensure that leads are contacted by agents who speak the same language and provide faster and better service. Verified
Reference: : https://help.salesforce.com/s/articleView?id=sf.omnichannel_skills_based_routing_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.omnichannel_skills_based_routing_setup.htm&type=5

QUESTION 80
A recent analysis of agent performance on chat-related cases revealed a large gap between top performing agents and poor performers. Top agents identified coaching from managers as a key success factor. The company would like to ensure managers provide coaching on chat-related cases.
What is the recommended method for managers to coach agents?

A. Use Omni-Channel Supervisor to monitor agents' chat sessions.
B. Use an Einstein Bots Chat to handle common issues.
C. Use skills-based routing in Salesforce Messaging.
D. Use Einstein Chat Insight to identify areas to improve.

Correct Answer: D
Section:
Explanation:
Using Einstein Chat Insight is a method for managers to coach agents on chat-related cases. Einstein Chat Insight is a feature that uses artificial intelligence to analyze chat transcripts and provide insights into agent performance, customer satisfaction, and conversation topics. Einstein Chat Insight can help managers identify areas to improve and provide feedback and guidance to agents. Verified
Reference: : https://help.salesforce.com/s/articleView?id=sf.snapins_chat_insights_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.snapins_chat_insights_setup.htm&type=5

QUESTION 81
DreamMouse Realty would like to provide a user-friendly way for clients to apply for a home loan through an Experience site. Many times, clients do not complete are of the information and a loan specialist needs to finish the submission.
How should the administrator configure Salesforce to meet the requirements?

A. Create a screen-based flow accessible from the Experience site and internaly.
B. Add a custom Lightning component to the site and the Case Lightning record page.
C. Post a web to case form on the site and assign the case to the specialist for completion.
D. Use email to case for the client to submit the relevant information to the specialist.

Correct Answer: A
Section:
Explanation:
Creating a screen-based flow accessible from the Experience site and internally is a solution that can enable clients to apply for a home loan through an Experience site and allow a loan specialist to finish the submission if needed. A screen-based flow is a type of flow that allows administrators to create guided processes that collect user input through screens and perform actions based on the input. A screen-based flow can be embedded in an Experience site or an internal app and allow clients or loan specialists to fill out the information for the home loan application. Verified
Reference: : https://help.salesforce.com/s/articleView?id=sf.flow_concepts_screenelement.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.flow_distribute_overview.htm&type=5

QUESTION 82
Cloud Kicks is preparing to migrate to Service Cloud from another system. The current system has thousands of help articles such as FAQs, step-by-step guides, and troubleshooting guides. A group of specialists will create and manage these articles in Salesforce.
What is the recommended license for the specialists?

A. Knowledge Only User
B. Satesforce
C. WDC Only User
D. Salesforce Platform

Correct Answer: A
Section:
Explanation:
Knowledge Only User is the recommended license for the specialists who will create and manage knowledge articles in Salesforce. Knowledge Only User is a user license that allows users to access and use Salesforce Knowledge, but not other standard Salesforce objects or features. Knowledge Only User is a cost-effective license for users who only need to work with knowledge articles. Verified
Reference: : https://help.salesforce.com/s/articleView?id=sf.users_license_types_available.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.users_license_types_knowledge.htm&type=5

QUESTION 83
Ursa Major Solar sells industrial equipment and privide support through voice channels as well mobie technicians.
When incident occur, high-priority customer have a dedicented phone number to call. Technicians must then be rerouted from the next scheduled word location to the high-prioity customer site.
What is the recommended solution?

A. Visual Remote Assistant
B. Field Service
C. Workforce Engagement
D. Incident Management

Correct Answer: B
Section:
Explanation:
Field Service is the recommended solution for Ursa Major Solar because it allows them to manage mobile workforces, optimize schedules and routes, and dispatch technicians based on skills and location.Field Service also integrates with voice channels and provides real-time visibility into service delivery1Verified
Reference:1: Field Service Overview

QUESTION 84

Cloud Kicks uses Service Cloud and Slack. For difficult casesm service agents wants to create a swarm in Slack to pull in in experts from multiple
How should the consultant recommend an agent launch a swarm?

A. Dynamic Form
B. Apex Trigger
C. Quick Action
D. Scheduled flow

Correct Answer: C
Section:
Explanation:
A quick action is the recommended way to launch a swarm in Slack from Service Cloud, because it allows agents to create a Slack channel, invite experts, and share case details with one click.A quick action can be added to the case page layout or the case feed2Verified
Reference:2: Create a Swarm in Slack

QUESTION 85
Cloud Kicks (CK) provides support through Web-to-Case. As part of a service improvement project, a self-service portal in Experience Cloud and public Knowledge base were added. When reviewing service KPIs, management at CK found a 10% increase in case resolution time and is considering reverting the changes.
What is the likely reason for the KPI change?

A. Self-service deflects easy cases, leaving more complex cases for agents.
B. Customers are spending additional time searching for answers.
C. Agents do not have access to the same Knowledge articles as customers.
D. Customers must spend additional time registering for the portal.

Correct Answer: A
Section:
Explanation:
This is the most likely reason for the increase in case resolution time, because self-service portals and knowledge bases enable customers to find answers to common or simple questions without creating a case.This means that agents are left with more complex or challenging cases that require more time and effort to resolve3Verified
Reference:3: Self-Service Best Practices

QUESTION 86
Service agents at Cloud Kicks frequently encounter duplicate coses that customers in different channels created. Management would like to provide a method for service agents to combine duplicates and delete one of the cases.
Which action should a Service Cloud consultant recommend?

A. Enable Case Merge.
B. Create an auto-launched flow.
C. Configuration a blocking duplicate rule
D. Set a validation rule

Correct Answer: A
Section:
Explanation:
Case Merge is a native feature that allows agents to merge up to three duplicate cases into one master case, and delete the other cases. Case Merge preserves the case history, comments, attachments, and related records of all the merged cases. Case Merge can be enabled from Setup > Case Merge Settings. Verified
Reference: : Merge Duplicate Cases in Lightning Experience

QUESTION 87
Cloud Kicks is migrating its knowledge base from Classis Knowledge into Lightning Knowledge. After the migration, an integration process that manages the articles' lifesycles by archieving deleting articles of a certain designation now fails.
What are two reasons the integration is fading?
Choose 2 answers

A. The Amde Type field is no longer accessible via SOQi or the API.
B. Only Published articles are available in the API.
C. URL formats for articles drffer between Classic and Lightning Knowledge.
D. Users must have Modify AM permission to delete archived articles.
E. After the migration, an integration process that manages the articles' lifecyde by archiving and

Correct Answer: C, D
Section:
Explanation:
These are two reasons why the integration is failing after migrating from Classic Knowledge to Lightning Knowledge. The URL formats for articles change when migrating from Classic Knowledge to Lightning Knowledge, so any integration that relies on URLs needs to be updated accordingly. Also, users need to have Modify All permission on the article type object to delete archived articles in Lightning Knowledge, whereas in Classic Knowledge they only needed Delete permission on the article type object. Verified
Reference: : URL Formats for Articles Change When Migrating from Classic Knowledge to Lightning Knowledge : Delete Archived Articles in Lightning Knowledge

QUESTION 88
Cloud Kidcs (CK) uses Lightning Knowledge and has set up Data Categories. CK uses Data Category Visibility to control access based on products and geographic location. The Service Cloud administrator plans to enable 'Use standard Salesforce sharing' in Sharing Settings under Knowledge Setting.
Which consideration should the administrator be aware of when making this change?

A. Data Category Visibility of All Categories provides Public Read/Write access.
B. Data Categories no longer control access to articles.
C. Data Category Visibility of Custom overrides Organization-Wide Sharing Default access.
D. Data Category Visibility of AM Categories provides Public Read Only access.

Correct Answer: B
Section:
Explanation:
This is the main consideration when enabling ''Use standard Salesforce sharing'' in Sharing Settings under Knowledge Settings, because it changes how article access is controlled. When this setting is enabled, article access is controlled by organization-wide sharing defaults and sharing rules, instead of data categories and data category visibility settings. This means that data categories are only used for filtering and organizing articles, not for restricting access. Verified
Reference: : Control Article Access with Sharing Settings

QUESTION 89
Cloud Kicks uses the Service Console and work items to route cases to available agents.
Service agents need a way to see work they have accepted and incoming items. Which feature should a Service Cloud consultant recommend?

A. Global Shared Macro
B. Omni-Channel Utility widget
C. Actions & Recommendations component
D. Personalised navigation menu

Correct Answer: B

Section:
Explanation:
The Omni-Channel Utility widget is a component that can be added to the Service Console to allow agents to see their work status, accept incoming work items, and view their work queue. The widget also displays notifications and alerts for agents when they receive new work or when their status changes. Verified
Reference: : Omni-Channel Utility Widget

QUESTION 90
Cloud Kicks (CK) provides product support based on Service Contracts. A customer's Service Contract includes the same level of Entitlements for response time and business hours on both Case and Work Orders. CK would like an efficient method to manage the setup.
What is the recommended configuration to meet the requirements?

A. Set up separate Entitlement Process for Case and Work Order
B. Assign the WorV Order to the same Case as the Entitlement Process.
C. Create or Apex Trigger to assign the Entitlement Process to Work Order.
D. Work Orders created from a Case automaticallv inherit the Entitlement Process

Correct Answer: D
Section:
Explanation:
This is the recommended configuration to meet the requirements, because it simplifies the setup and ensures consistency between Case and Work Order entitlements. When a Work Order is created from a Case that has an Entitlement Process, the Work Order automatically inherits the same Entitlement Process as the Case. This means that CK does not need to create separate Entitlement Processes for Case and Work Order, or use triggers or workflows to assign them. Verified
Reference: : Work Orders and Entitlement Processes

QUESTION 91
What should a consultant recommend service agents use?

A. Einstein Next Best Action Strategy Guilder.
B. History tab on the Actions & Recommendations comporent.
C. Paused now interviews Lightning Component.
D. Recommendation Strategy Metrics related list.

Correct Answer: B
Section:
Explanation:
The History tab on the Actions & Recommendations component is a feature that service agents can use to review the actions they have taken on a case, such as applying macros, sending emails, or updating fields. The History tab also shows the outcome of each action, such as success, failure, or partial success. This helps agents keep track of their progress and troubleshoot any issues. Verified
Reference: : Review Your Actions History

QUESTION 92
What are three necessary steps to test that the Omm-Channel implementation is routing correctly?
Choose 3 answers

A. Change the owner to a queue associated with the routing configuration,
B. Log in as a user who is enabled for Omni-Channel access.
C. Enable Debug Omni Channel routing configuration in SttUp.
D. Open the Omni-Channel Supervisor tab.
E. Open the record you want to route.

Correct Answer: A, B, E
Section:
Explanation:
These are three necessary steps to test that the Omni-Channel implementation is routing correctly. Changing the owner to a queue associated with the routing configuration ensures that the record is eligible for routing by Omni-Channel. Logging in as a user who is enabled for Omni-Channel access allows the user to receive work items from Omni-Channel and see the Omni-Channel Utility widget. Opening the record you want to route triggers Omni-Channel to evaluate the record and route it to an available agent based on the routing configuration settings. Verified
Reference: : Test Your Routing Configuration

QUESTION 93
Ursa Major Solar (UMS) provides customers with remote monitoring of solar panels. When there are issues with the service, such as a power outage, UMS needs to provide service agents, operations teams, and customers with full visibility into the issue.
What is the recommended feature to meet the requirements?

A. Self Service Knowledge
B. Workforce Engagement
C. Incident Management
D. Video Support

Correct Answer: C
Section:
Explanation:
Incident Management is the recommended feature to meet the requirements, because it allows UMS to create incidents that represent service disruptions or outages, and link them to related cases and work orders. Incident Management also enables UMS to communicate with customers and internal teams about the incident status, impact, and resolution through email templates, chatter posts, and web pages. Verified
Reference: : Incident Management Overview

QUESTION 94
Cloud Kicks is preparing to support customers through SMS text messaging and WhatsApp. Support agents will need to easily switch between multiple customer conversations. Which two features will help meet the requirements?
Choose 2 answers

A. Social Customer Service
B. Service Console
C. Messaging
D. Chat

Correct Answer: B, C
Section:
Explanation:
Service Console and Messaging are two features that will help meet the requirements for supporting customers through SMS text messaging and WhatsApp. Service Console is a customized interface that allows agents to manage multiple customer interactions in one place, switch between different channels, and access relevant information and tools. Messaging is a feature that enables agents to communicate with customers through SMS text messaging and WhatsApp from within Service Cloud, using predefined templates, quick replies, emojis, and attachments. Verified
Reference: : Service Console Overview : : Messaging Overview

QUESTION 95
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

Correct Answer: C
Section:
Explanation:
Approval Process is a method that can maintain the article quality while allowing all service agents to create articles. Approval Process is a feature that allows administrators to define the steps and criteria for approving records, such as articles, in Salesforce. Approval Process can be used to ensure that each article created by an agent is reviewed and approved by a subject matter expert before becoming available to users. Verified
Reference: : https://help.salesforce.com/s/articleView?id=sf.approvals_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.knowledge_approval_process.htm&type=5

QUESTION 96
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

Correct Answer: D
Section:
Explanation:
The dashboard viewer is the recommended running user to meet the requirements of standardizing the service KPIs for response time and first case closure rates. The dashboard viewer is a setting that allows the dashboard to display data according to the security settings of the user who is viewing it. This means that each user will see the same KPIs calculated using only the data they can access. Verified
Reference: : https://help.salesforce.com/s/articleView?id=sf.dashboards_running_user.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.dashboards_dynamic.htm&type=5

QUESTION 97
Cloud Kicks has implemented a review process for all new knowledge articles. Each article must be reviewed and approved by a subject matter expert before becoming available to users.
Which step is necessary to make articles visible in all the selected channels?

A. The Approval Process will automatically Publish.
B. Approve articles from the Knowledge approval page to Publish.
C. Agents must click Publish after the Approval Process.
D. Set the final approval action to ''Lock the record for editing''.

Correct Answer: B
Section:
Explanation:
Approving articles from the Knowledge approval page to Publish is a necessary step to make articles visible in all the selected channels after implementing a review process for all new knowledge articles. The Knowledge approval page is a page that shows all the articles that are pending approval or have been approved or rejected. Approving articles from this page will change their status to Published, which means they are visible in all the selected channels, such as internal app, customer community, or public knowledge base. Verified
Reference: : https://help.salesforce.com/s/articleView?id=sf.knowledge_approval_page.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.knowledge_article_visibility.htm&type=5

QUESTION 98
Which feature should a consultant recommend to allow a tier 2 service representative to take over case processing from tier 1 and know how far tier l had progressed in troubleshooting?

A. Lighining Row Component
B. Lightning Guided Engagement
C. Service Console Macros
D. Path for Cases

Correct Answer: D
Section:
Explanation:
Path for Cases is a feature that can allow a tier 2 service representative to take over case processing from tier 1 and know how far tier 1 had progressed in troubleshooting. Path for Cases is a feature that allows administrators to define the key stages and steps for resolving cases in Salesforce. Path for Cases can help agents track the progress of each case and see the guidance and tips for each stage. Verified
Reference: : https://help.salesforce.com/s/articleView?id=sf.path_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.path_setup_cases.htm&type=5

QUESTION 99
Universal Containers wants to Jet 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

Correct Answer: A
Section:
Explanation:
Embedded Chat Service is the feature that a consultant should recommend to meet the requirement of letting customers interact real-time with support agents from their computers and mobile devices. Embedded Chat Service is a feature that allows you to add a chat widget to any website or mobile app with a few lines of code. Customers can initiate a chat session by clicking on the chat button or widget, and agents can respond using the Service Console. Embedded Chat Service also supports features such as pre-chat forms, chat transcripts, chat transfer, file transfer, and chatbot integration. Verified
Reference: [Service Cloud Consultant Certification Guide & Tips], Embedded Chat Service Overview

QUESTION 100
As part of a service improvement project, Cloud Kicks (CK) has implement Knowledge management for its support agents. Several months after the implementation, CK management notices an inconsistency in reported customer satisfaction, CPIS show a decrease; however, many customers have provided testimonials about great support experinces.
Which KPI should help explain the disparity?

A. Track not promoter scores as part of an automated survey after case closure for every cote.
B. Benchmark the average cases per agent versus the team average across each case channel
C. Track the average calls per day, average cases per agent, and average cases per case type.
D. Measure difference in CSAT ol cases with and without articles attached.

Correct Answer: A
Section:
Explanation:
Tracking Net Promoter Scores (NPS) as part of an automated survey after case closure for every case is a KPI that can help explain the disparity between customer satisfaction and CSAT. NPS is a metric that measures how likely customers are to recommend a company or product to others, based on a scale from 0 to 10. NPS can help capture the overall loyalty and satisfaction of customers, as well as their feedback and testimonials. NPS can be integrated with Salesforce using third-party apps or custom solutions. Verified
Reference: : https://help.salesforce.com/s/articleView?id=sf.nps_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.nps_salesforce.htm&type=5

QUESTION 101
Ursa Major Solar provides onsite support for customers' solar panels. Dispatched technicians work in a specific geography during set hours of the day. Managerrefit wants to minimize the number of rescheduled appointments by ensuring technicians have the required products to complete repairs.
Which feature should a Service Cloud consultant recommend?

A. Field Service Inventory
B. Work Oder Assignment
C. Operating Hours and Shifts
D. Service Appointment Bundling

Correct Answer: A
Section:
Explanation:
Field Service Inventory is a feature that can help minimize the number of rescheduled appointments by ensuring technicians have the required products to complete repairs. Field Service Inventory allows administrators to track and manage the inventory of products that technicians need to perform their work, such as parts, tools, or consumables. Field Service Inventory can help assign products to technicians based on their skills, location, and availability, as well as replenish products from warehouses or suppliers. Verified
Reference: : https://help.salesforce.com/s/articleView?id=sf.field_service_inventory_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.field_service_inventory_setup.htm&type=5

QUESTION 102
AW Computing sells and supports personal computers and printers. There are times when support reps are unable to solve the customer's product issues over the phone. In those instances, the customer ships the product back to AW Computing for servicing.
What should be implemented to ensure the repairs are completed in a timely manner by technicians with the appropriate skill set?

A. Service requests are assigned to a quruc where the technician can accept it.
B. Service requests are scheduled using Salesforce Field Service.
C. Service requests are asstgred to the technician using Omnt-Channel.
D. Service requests art assigned by the support reps to trie technician

Correct Answer: B
Section:
Explanation:
Scheduling service requests using Salesforce Field Service is a solution that can ensure the repairs are completed in a timely manner by technicians with the appropriate skill set. Salesforce Field Service is a feature that allows administrators to manage the entire service lifecycle, from scheduling and dispatching to tracking and reporting. Salesforce Field Service can help assign service requests to the best available technicians based on their skills, location, availability, and priority, as well as optimize the routes and travel time for technicians. Verified
Reference: : https://help.salesforce.com/s/articleView?id=sf.field_service_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.field_service_scheduling_overview.htm&type=5

QUESTION 103
Cloud Kicks is planning to use Case Teams to help swarm on difficult issues. Support agents can use predefined Case Teams to add specialists on a Case. Specialists need to be able to view Cases and add related records to the Case.
What is the recommended level of Case Access for the Case Team Rote?

A. Read Only
B. Visible in Portal
C. Private
D. Read/Write

Correct Answer: D
Section:

Explanation:
Read/Write is the recommended level of Case Access for the Case Team Role. Case Access is a setting that determines what level of access users have to cases that they are added to as case team members. Read/Write access allows users to view and edit cases and related records, such as activities or attachments. Read/Write access can help specialists collaborate on cases and provide solutions. Verified
Reference: : https://help.salesforce.com/s/articleView?id=sf.case_teams_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.case_teams_access_levels.htm&type=5

QUESTION 104
Cloud Kicks use a Console App to support users. Service agents open an Account workspace tab and multiple subtabs for the Case, Contact and service Contract. Service agents would like to share links to recently opened subtabs with other users to swarm on cases.
What should a consultant recommend to meet the requirements?

A. Recent Items set to Account object.
B. History Utility in the Utility bar.
C. Actions & Recommendations component.
D. Screen flow launched from a global action.

Correct Answer: B
Section:
Explanation:
History Utility in the Utility bar is a feature that can enable service agents to share links to recently opened subtabs with other users to swarm on cases. History Utility is a tool that allows agents to view their recently accessed records or tabs in the service console. History Utility can help agents quickly return to a prior case and copy the URL of the subtab to share with other users. Verified
Reference: : https://help.salesforce.com/s/articleView?id=sf.console2_history_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.console2_history_share.htm&type=5

QUESTION 105
Cloud Kicks (CK) plans to use Queues for case management. CK wants to limit the ability to modify cases to the appropriate users. CK needs to understand the different between a Private and Public Read Only organization-wide defaults sharing model on cases.

A. in a Private sharing model, only queue members can take ownership or cases in the Queue.
B. In a Public Read Only sharing model, all jsers can take ownership of cases in the Queue.
C. In a Private sharing model, only queue members and direct reports can view cases in a Queue.
D. In a Public Read Only sharing model, al users can view cases in a Queue.

Correct Answer: D
Section:
Explanation:
In a Public Read Only sharing model, all users can view cases in a Queue is the correct statement that describes the difference between a Private and Public Read Only organization-wide default sharing model on cases. Organization-wide default sharing model is a setting that determines the baseline level of access users have to each other's records. Private sharing model means that only the record owner and users above them in the role hierarchy can view and edit records, unless access is granted by other means, such as sharing rules or manual sharing. Public Read Only sharing model means that all users can view records, but only the record owner and users above them in the role hierarchy can edit records, unless access is granted by other means. Queues are locations where records are routed to await processing by a group of users. Queues can be used to assign cases to the users who have the appropriate skills, availability, or capacity to work on them. Users who are members of a queue can view and take ownership of records in that queue. Users who are not members of a queue can view records in that queue if the organization-wide default sharing model is Public Read Only or higher, but they cannot take ownership of those records. Verified
Reference: : https://help.salesforce.com/s/articleView?id=sf.sharing_model_fields.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.customize_queues.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.customize_casequeues.htm&type=5

QUESTION 106
Universal Containers wants to reduce the amount of Sim support agents spend creating cases. Case creation must scale up to 5O00 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

Correct Answer: B, D
Section:
Explanation:
On-Demand Email-to-Case and Web-to-Case forms are features that a consultant should suggest to reduce the amount of time support agents spend creating cases. Case creation must scale up to 5000 new cases per day, as well as allowing file attachments under 25 MB by the customer. These features can help automate the case creation process from email or web sources, as well as support file attachments. For example:
On-Demand Email-to-Case is a feature that allows you to convert customer emails into cases without installing an agent in your network. On-Demand Email-to-Case can handle up to 5000 new cases per day, and can also accept file attachments up to 25 MB in size. On-Demand Email-to-Case can help reduce the manual work of creating cases from emails, as well as preserve the email formatting and headers.
Web-to-Case forms are forms that you can embed on your website to allow customers to submit cases directly to Salesforce. Web-to-Case forms can handle up to 5000 new cases per day, and can also accept file attachments up to 25 MB in size. Web-to-Case forms can help capture customer information and issues from your website, as well as reduce the email and phone traffic to your support team.
Verified
Reference:Service Cloud Consultant Certification Guide & Tips,Set Up On-Demand Email-to-Case, [Set Up Web-to-Case]