

100% Money Back
Guarantee

Vendor:Salesforce

Exam Code:SERVICE-CLOUD-CONSULTANT

Exam Name:Salesforce Certified Service cloud
consultant

Version:Demo

QUESTION 1

The Contact Center at Universal Containers wants to increase its profit margins by promoting call deflection within Service Cloud.

Which two solutions should a Consultant recommend? Choose 2 answers

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

Correct Answer: AB

QUESTION 2

Contact Center management must be notified whenever an Open Case has not been touched for 24 hours. Which feature should a Consultant use to meet this requirement?

- A. Process Builder Scheduled Actions
- B. Time-based Workflow Rules
- C. Scheduled Reports
- D. Milestone Actions

Correct Answer: C

QUESTION 3

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

Which solution should a consultant recommend?

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

Correct Answer: B

QUESTION 4

The Service Desk at Universal Containers is considering implementing a Service Console and is considering using Lightning Experience. Which three features are available only in Classic? Choose 3 answers

- A. Dynamic list updates
- B. Quick Text
- C. Multi -monitor support
- D. Keyboard Shortcuts
- E. Case hover

Correct Answer: ACD

QUESTION 5

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

QUESTION 6

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

QUESTION 7

What is a benefit of a quality monitoring system? Choose 2 answers

- A. Lower the average speed of answer (ASA)
- B. Teach new agents how to handle difficult situations
- C. Enforce a consistent standard of service for customer interaction
- D. Capture inappropriate word usage and generate reports

Correct Answer: CD

QUESTION 8

Which Search mechanism should be used to find Case Comments from within the Lightning Service Console?

- A. Comment Search Component
- B. Comments List View
- C. Global Search
- D. Search Utility Component

Correct Answer: C

QUESTION 9

Universal Containers wants to create a process to verify that customers are eligible for support before a case is created. A consultant recommends using entitlement management to meet this requirement. Which benefit would be realized by using the entitlement management feature? Choose 2 answers.

- A. Ability to determine if a customer has escalated a case in the past
- B. Ability to specify unique service levels for each customer
- C. Ability to prompt callers for the service contract number within IVR menus
- D. Ability to enforce service levels with the time-dependent processes

Correct Answer: BC

QUESTION 10

Universal Containers uses Live Agent to interact with customers. Service Reps complain that it takes too much time to end the chat and close the case. Which two features should a Consultant recommend to address this concern? Choose 2 answers

- A. Visual Workflow

B. Lightning Guided Engagement

C. Quick Text

D. Macros

Correct Answer: CD

QUESTION 11

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: BD

QUESTION 12

A company wants to publish Knowledge articles to its Customer Community. The articles should be organized for easy navigation by Community members. What should a Consultant recommend?

A. Define Article Types with Public Sharing Settings.

B. Define Data Categories with Custom Visibility.

C. Define Topics for each Knowledge article.

D. Define a Custom Field to identify the Subject.

Correct Answer: C