

## UPDATED [2023 Pass Salesforce Service-Cloud-Consultant Exam in First Attempt Guaranteed [Q10-Q29



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Pass Service-Cloud-Consultant Exam Latest Practice Questions

Getting certified as a Salesforce Service Cloud consultant can help professionals stand out in the job market and increase their career opportunities. The certification demonstrates that the individual has the knowledge and skills required to implement and configure a Salesforce Service Cloud solution successfully. It can also help professionals command a higher salary and provide more value to their organization. Overall, the Salesforce Service-Cloud-Consultant certification is an excellent investment for individuals looking to advance their career in the field of Salesforce Service Cloud.

Earning the Salesforce Service-Cloud-Consultant certification demonstrates that a professional has the expertise and knowledge required to design and implement Salesforce service cloud solutions that meet customer requirements. This certification is ideal for professionals who are looking to advance their careers in the Salesforce ecosystem and want to specialize in service cloud solutions. Additionally, it is a valuable asset for organizations that want to ensure that their Salesforce service cloud implementations are designed and implemented by certified professionals who have the expertise required to deliver successful projects.

**NO.10** Universal Containers has created Permission Sets granting access to objects and fields in one of its sandboxes.

How should a consultant deploy these Permission Sets to Production?

- \* Use a Change Set
- \* Manually re-create the Permission Sets
- \* Create an Unmanaged Package
- \* Publish a Managed Package

**NO.11** A customer calls the service desk at Universal Containers. The agent assigned to the call creates a case to

capture the issue, but later realized the caller is not eligible for support. What solution should a consultant

recommend to prevent the scenario from happening in the future?

- \* Add the entitlements related list to contact records
- \* Add the entitlement contacts related list to account records
- \* Add the assets related list to contact records
- \* Add the service contract related list to contact records

**NO.12** 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?

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

**NO.13** Universal Containers Executives want to see contact center metrics from each of its different geographic regions. How should a Consultant support this requirement?

- \* Create a Dashboard for each Region.
- \* Create a single Dashboard with a Region filter.
- \* Create a Dashboard for each Case Team.
- \* Create a single Dashboard with a Case Team filter.

**NO.14** 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?

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

**NO.15** 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?

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

**NO.16** Universal Banking needs to provide a public knowledge base on its website. The company has three product groups (Personal Banking, Mortgage, and CDs) and needs to display information and address common questions about each product area. How should Knowledge be configured? Choose 2 answers.

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

**NO.17** A consultant is working on a Service Cloud implementation with a fixed budget and timeline. The analysis phase of the project has just been completed. Additional requirements were discovered that will result in the project exceeding timeline and budget constraints. What is the first step the consultant should take to address the issue?

- \* Adjust the dates in the project plan to account for the additional requirements and communicate the new timeline.
- \* Add development resources to the project team to build out the additional requirements.
- \* Adjust the project scope to accommodate new requirements and continue with the original project

schedule

- \* Document the requirements gap and communicate development options to the project team

**NO.18** vp of service at universal containers wants to make it easier and faster for support reps to send knowledge articles to customers. What should a consultant configure to satisfy this request ?

- \* Create a macro to send an email with the article to customer
- \* create an auto response rule to send the article to teh customer
- \* create a workflow email alert to send the artilce to the customer
- \* create a lightning email template to sned artilce to customer

**NO.19** A contact center manager needs to restrict who can create a FAQ Article Type within Knowledge.

What should a consultant recommend to accomplish this requirement? (Choose 2)

- \* Hide the Article Management tab for users who should have read-only access to articles.
- \* Set the organization-wide default to private and create sharing rules for the FAQ article type
- \* Enable the Manage Articles permission for the publisher profile and assign it to users
- \* Create a publisher profile that includes create access on the FAQ article type.

**NO.20** Universal Banking has customer support operations in both Canada and the United States. Compliance regulations are listed below.

- \* Agent users in Canada can only view articles pertaining to Canadian products
- \* Agent users in the US can only view articles pertaining to US-based products.

How should article visibility be configured to enforce the compliance rules?

- \* Create geography-based roles to restrict access using data categories
- \* Create geography-based profiles to restrict access by mapping article types
- \* Create geography-based profiles to restrict access using data categories
- \* Create geography-based roles to restrict access by mapping article types

**NO.21** The Universal Containers's customer support organization has implemented Knowledge Centered Support (KCS) in its call center. However, the call center management thinks that agents are not contributing new knowledge articles as often as they should.

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

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

**NO.22** Universal Containers has implemented Salesforce Service Cloud with the goal of reducing the number of escalated cases for contact center. What metric should a contact center manager use to analyze this?

- \* Percent of cases closed with an attached article
- \* Percent of cases closed meeting the defined SLA
- \* Percent of cases closed with chatter posts
- \* Percent of cases closed on first contact

**NO.23** The Service Manager at Universal Containers wants to improve the adoption of public Knowledge Articles and has decided to review published articles that have NOT been updated in the last 90 days, so that out-of-date articles can be refreshed. Which solution will allow the Service Manager to see the articles that need to be reviewed?

- \* Provide the Service Manager with edit permissions to the standard Knowledge Article views.
- \* Provide the Service Manager with edit permissions to the standard Knowledge Article reports.
- \* Create a custom report for Knowledge Articles that filters the results based on publication status and last modified date.
- \* Create a custom list view for Knowledge Articles that filters the results based on publication status and last modified date.

**NO.24** Universal Containers is implementing an entitlement process to measure customer service level agreements (SLAs).

Which two approaches can be used to accomplish this goal?

Choose 2 answers

- \* Representing metrics such as first-response and resolution time on cases
- \* Monitoring the case escalation rule queue to confirm service levels are met
- \* Identifying the customer contact associated with a particular stage of a service contract
- \* Displaying whether a case response complies with a customer's service level agreement

**NO.25** An outsourced contact center is losing part-time agents to a nearby contact center that promotes flexible scheduling. Which method can be used to improve agent retention? Choose 2 answers:

- \* Mix telephony interactions with email and chat
- \* Extend benefits to part-time agents
- \* Provide additional training on tools and process

- \* Allow shift trading between agents

**NO.26** When Service Reps view a Case, they often need to see the Case History of other Cases for that same Account.

How should a Consultant configure the Lightning Service Console to support this requirement?

- \* Account tabs and Cases tab
- \* Case tabs with Account subtabs
- \* Account tab with Cases related list
- \* Account tabs with Case Subtabs

**NO.27** what should a consultant recommend to ensure chat request contain enough information for customer service representatives to effectively respond?

- \* Customize the lightning console chat page
- \* Configure a chat validation rule
- \* Customize the pre chat form
- \* Configure Lightning Guided Engagement

**NO.28** Which Statement is true regarding Salesforce Chatter Answers? Choose 3 answers

- \* Answers can be exposed to partner portal users
- \* External users can subscribe to Answers
- \* Escalate a question to a case
- \* Knowledge articles can be created from Answers
- \* Select best answers for questions.

**NO.29** Universal Containers has scheduled a major upgrade to its Customer Community next month. The community is expected to be unavailable for approximately 8 hours. The executive team is concerned about how the upgrade and associated outage will impact customers. Which three measures should the Consultant recommend to ensure transparency during the upgrade process? Choose 3 answers

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

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