[May-2024 Newly Released Service-Cloud-Consultant Exam Questions For You To Pass [Q49-Q71

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Salesforce Service-Cloud-Consultant Exam: Basic Questions With Answers

Q49. Cloud Kicks wants to optimize its development methodology. Team members want to visualize the workflow to ensure te everyone is aligned. In addition, the team limits the amount of work in a given state on capacity and bandwidth.

Which methodoogy should a consultant recommend?
* Extremen Programming
* Lean Development
* Scrum
* Kanban

Kanban is the recommended methodology to meet the requirements, because it allows CK to optimize its development process by visualizing the workflow, limiting the work in progress, and improving efficiency and quality. Kanban is a method that uses a board with columns and cards to represent the stages and tasks of a project, and helps teams monitor and manage their work flow. Kanban also encourages teams to limit the amount of work in each stage based on their capacity and bandwidth, and to focus on delivering value to customers. Verified References: : Kanban Methodology

Q50. A Service Consultant has been asked to design a solution for Service Reps to communicate with customers via

Twitter

What should the Consultant recommend implementing in the Lightning Service Console?
* The Social Feed
* A Twitter Macro
* The Case Feed
* A Custom Component

Q51. Ursa Major Solar provides support with service-level agreements (SLAs) for high-priority cases.

Lower-priority cases have different response times. The service center

uses Omni-Channel to manage work items. However, many recently created, high-priority cases exceed the service deadline.

Which setting should a consultant configure to meet the requirements?
* Skills-Based Routing
* Capacity Model
* Secondary Routing Priority

To address the issue of high-priority cases exceeding service deadlines at Ursa Major Solar, configuring Secondary Routing Priority within Omni-Channel settings is recommended. This feature allows the organization to prioritize work items not just by their primary criteria (e.g., case age or initial priority) but also by secondary factors that can include SLA requirements. By setting high-priority cases with stricter SLAs as a secondary routing priority, Omni-Channel can ensure these cases are escalated in the queue, getting the attention they need promptly. This approach helps in effectively managing workloads and meeting SLA commitments for high-priority cases, improving overall service delivery.

Q52. What approach should a Consultant use to ensure that Knowledge searches only display articles for a service agent’s product specialization?
* Create a page layout for each record type; assign layouts to service agents.
* Create a data category for each product; assign data categories to service agents.
* Create a permission set for each record type; assign permissions to service agents.
* Create an article action for each record type; assign record types to service agents.

Q53. 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

Q54. Universal Containers need to determine whether the work orders and customer contacts should be stored as chil cases or on a related custom object.

Which three aspect should the consultant consider to meet the requirements?

Choose 3 answers
* Work order and customer contact escalation requiements
* Visibility and accesst to the work order records

* Total number of accound and contact records in the database
* Accoun team relationship to the primary contact
* Case closure rules on the original case

These are three aspects that the consultant should consider to determine whether the work orders and customer contacts should be stored as child cases or on a related custom object. Work order and customer contact escalation requirements are aspects that affect how urgent and complex the work orders and customer contacts are, and how they should be handled by different levels of agents or managers. Visibility and access to the work order records are aspects that affect who can view and edit the work order records, and how they are shared with other users or groups. Case closure rules on the original case are aspects that affect when and how the original case can be closed, and what actions need to be performed on the related records before closing the case. Verified References: :

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

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

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

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

Q55. 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

* Replace the existing “Chat Now” button on the Customer Community with a toll- free phone number.
* Create a central “Contact Us” page which provides access to all available channels.
* Enforce that customers must search the knowledgebase before they can see the Contact Us page.
* Optimize the customer community for mobile devices to have access to the same support as desktops.
* Enable customers to be emailed FAQs by accessing the interactive voice response 24 hours per day.

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 References: Create a Contact Us Page,

[Optimize Your Community for Mobile Devices], [Send Email from Interactive Voice Response]

Q56. UC has created permission sets granting access to object and fields in one of its sandboxes. How should a consultant deploy this permission set to prod?

* Change set
* Manuallyre create the Permission sets
* Create an Unmanaged package
* Publish a Managed package

Q57. 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?
* Self-service deflects easy cases, leaving more complex cases for agents.
* Customers are spending additional time searching for answers.
* Agents do not have access to the same Knowledge articles as customers.
* Customers must spend additional time registering for the portal.
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 resolve3 Verified References: 3: Self-Service Best Practices

Q58. 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?
* From Setup, select Omni-Channel Settings and Select Enable Omni-Channel.
* Create the necessary objects in Salesforce.
* Create a Salesforce Case to have Omni-Channel enabled.
* Customize service channel settings to define how the organization receives work from various
Explanation

Service channels are a required step before configuring Omni-Channel routing. Service channels allow you to define how your organization receives work from various sources, such as cases, chats, leads, orders, or custom objects. You can specify the type, priority, and capacity weight of each service channel, which determines how Omni-Channel routes work items to agents. Verified References: Service Cloud Consultant Certification Guide & Tips, Set Up Service Channels

Q59. Universal containers wants to implement Omni channel within service cloud for its representatives.

What is the first step required to configure Omni channel?
* Contact salesforce to have Omni channel enabled.
* Enable Omni channel in setup.
* Assign users to the Omni channel feature license.
* Assign users to Omni channel permissions.

Q60. Universal Containers (UC) recently expanded sales to Mexico and Canada. UC wants OmniChannel to route cases to agents who speak the customer’s preferred language and have the right knowledge to solve the issue.

Which solution should a consultant recommend to meet the requirements?
* Configure Omni-Channel Skills-based Routing.
* Configure Case Assignment rule and Omni-Channel Supervisor.
* Configure Omni-Channel Queue-Based Routing.
To meet the requirement of routing cases based on language proficiency and knowledge area, Omni-Channel Skills-based Routing is the best solution. Skills-based routing allows cases to be directed to agents who possess the specific skills required to handle the case, such as language fluency and product expertise, ensuring efficient and effective case resolution.

Q61. Milestones can be added to which two Object types?

Choose 2 answers
* Case
* Last
* Work Order
* Account
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 References: :

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

Q62. Ursa Major Solar provides support with service-level agreements (SLAs) for high-priority cases. Lower Priority cases have different response times. The service center uses Omni-Channel to manage work items. However, many recently created, high-priority cases exceed the service deadline.

Which setting should a consultant configure to meet the requirements?
* Skills-Based Routing
* Capacity Model
* Secondary Routing Priority

To address the issue of high-priority cases exceeding service deadlines, configuring Secondary Routing Priority in Omni-Channel is recommended. This setting allows prioritization of high-priority work items, ensuring they are routed and addressed by agents promptly, in alignment with SLA commitments.

Q63. Which two configuration steps are required before quick actions can be used in Macros?
* Global Actions needs on the publisher layout.
* Quick Actions must be enabled in the org.
* The specific quick action must be added to the case Feed.
* The specific quick action must be added to the case record Type.

Q64. 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?
* Use Process Builder for notifications and case teams to monitor cases.
* Use Process Builder for notifications and account teams to monitor cases.
* Use escalation rules for notifications and account teams to monitor cases.
* Use escalation rules for notifications and case teams to monitor cases.

Q65. Service Console users work on dozen of cases at one time, and often need to update a case they worked on earlier in the day.

What configuration should a consultant recommend?
* Add History to the Utility bar.
* Use a second Console session.
* Keep all open in tabs.
* Define a custom List View.

Explanation

Keeping all open cases in tabs is the recommended configuration for Service Console users who work on dozens of cases at one time, and often need to update a case they worked on earlier in the day. Tabs are a way of organizing records or components in the Service Console so that users can easily access them without losing their place or context. Users can open multiple tabs for different cases, switch between them, pin them, or close them as needed. Users can also use keyboard shortcuts, tab menus, or tab notifications to navigate and manage their tabs more efficiently. Verified References: Service Cloud Consultant Certification Guide & Tips, Work with Tabs in Lightning Console Apps

Q66. Universal Containers allows Agents to work remotely using a company -provided laptop, but does NOT control the quality of their internet service. Agents must be able to use live agent functionality remotely. Which two options should a Consultant recommend to ensure Agents can efficiently use this functionality? Choose 2 answers
* Ensure each laptop has a modern browser installed.
* Coach users on minimizing open console tabs.
* Allow the user to log into Live Agent from multiple browsers.
* Add additional components to the Lightning console.

Q67. 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?
* Push Notifications
* Case Feed
* Omni-channel Supervisor
* Next Best Actions

Q68. Universal Telco sells and supports a line of smart phones. The company offers support via phone,

email-to-case, web-to-case, and a customer portal. The call center manager is incented to drive support

through customer self-service. Which report should be included on the manager’s dashboard? Choose 3

answers
* Number of Portal Logins per Day
* Knowledge Article Usage
* Average Call Handle Time
* Cases by Support Channels
* Escalated Calls

Q69. UC has two customer service contact centers and each focuses on a specific product line. Each contact center has a varying call volume, contributing to a high operational cost for the company. UC wants to optimize the cost without compromising customer satisfaction. What can a consultant recommend to accomplish these objectives? Choose 2 answers.
* Implement a customer self-service portal
* Enable agents to transfer calls to other agents
* Cross-train agents on both product lines
* Prioritize customer calls based on their SLA

Q70. Universal Containers needs to improve Customer Satisfaction, Average Handle Time, and First Call Resolution KPI scores across their Customer Service, Technical Support, and Field Service Contact Centers.

Which two items should a Consultant consider to improve the KPI scores? Choose 2 answers
* Service Console Knowledge Components
* Service Console Profile Assignments
* Data Categories and Article Actions
* Data Categories and Article Types

Q71. 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?
* Create a Case Macro
* Define Case Escalation Rules
* Activate a Validation Rule
* Configure Process Builder
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 References: Salesforce Help: Macros

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