



Free Questions for *Service-Cloud-Consultant* by ebraindumps

Shared by Black on 20-10-2022

For More Free Questions and Preparation Resources

Check the Links on Last Page

Question 1

Question Type: MultipleChoice

Universal Containers would like for article to be different channel for social interactions.

What solution should a consultant recommend?

Options:

- A- Set up communication channel layouts in the object manager to use Insert Article into Social post.
- B- Set up insert Article into Social post and enable the customer community portal.
- C- Create a Chatter group and invite the customer to join with an external chatter user.
- D- Create a Visualforce page on the customer community portal.

Answer:

B

Question 2

Question Type: MultipleChoice

Universal Containers wants customers to have the ability to log cases with structured data and route based on Urgency and Product Line.

How should a Consultant accomplish this?

Options:

- A- Standard Email-to-Case with assignment rules
- B- Lightning Email with web routing prioritization
- C- Omni-Channel with prioritized queues
- D- Standard Web-to-Case with assignment rules

Answer:

A

Question 3

Question Type: MultipleChoice

Universal Container's agent's need to be more productive when cases. Agent want to send email to customers prior to violating an SLA based on three different SLA levels using macros.

What two solutions can a consultant suggest to meet the agent's requirements?

Choose 2 answers

Options:

- A- Add multiple ELSE IF blocks after the IF block
- B- Add conditional logic to the instructions
- C- Create a formula to build the macro logic around
- D- Add a formula block to the macro

Answer:

C, D

Question 4

Question Type: MultipleChoice

Universal Containers plans to migrate its existing knowledge base into Salesforce Lightning Knowledge.

Which three statements should be considered?

Choose 3 answers

Options:

- A-** Attachments and .html files in Classic Knowledge are moved to the Files object.
- B-** Visualforce pages refer to Classic article types.
- C-** Each article must be associated to a record type.
- D-** Approval process history migrate to Lightning Knowledge.
- E-** Article numbers change during migration.

Answer:

A, C, D

Question 5

Question Type: MultipleChoice

Universal Containers has been testing an updated Service Console in a sandbox and is ready to move it to Production.

Which deployment solution should a consultant use?

Options:

A- Change Sets

B- Mass Transfer Records

C- Data Loader

D- Manual configuration

Answer:

A

Question 6

Question Type: MultipleChoice

Universal Containers wants Service Console users to be able to view and update product usage data that is stored in an external system.

Which two features should a consultant recommend to provide this functionality?

Choose 2 answers

Options:

- A- Salesforce Connect
- B- Custom Objects
- C- Middle-tier integration
- D- External Objects

Answer:

A, D

Question 7

Question Type: MultipleChoice

The VP of Services at Universal Containers wants to reduce call center staffing. One of the initiatives is to deflect customer's interaction with a support agent while still providing relevant answers to the customer.

How can a consultant automate the use of suggested articles to accomplish this goal?

Options:

- A- An email to case inquiry
- B- On-demand email to case
- C- While holding for a support agent
- D- Web-to-case question

Answer:

A

Question 8

Question Type: MultipleChoice

Universal Containers wants to let its customers interact real-time with support agents from their computers and mobile devices.

What feature should a consultant recommend to meet this requirement?

Options:

A- Web-to-Case

B- Embedded Chat Service

C- Customer Community

D- Case Assignment Rules

Answer:

B

To Get Premium Files for Service-Cloud-Consultant Visit

<https://www.p2pexams.com/products/service-cloud-consultant>

For More Free Questions Visit

<https://www.p2pexams.com/salesforce/pdf/service-cloud-consultant>

