Salesforce

Service-Cloud-Consultant

Salesforce Certified Service cloud consultant (SP21)

QUESTION & ANSWERS

QUESTION 1

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

QUESTION 2

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: C,D,E

QUESTION 3

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?

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

Correct Answer: A

QUESTION 4

What are three best practices that should be used when deploying Salesforce functionality to production? Choose 3 answers

A. Ensure that at least 60% of the code is covered by unit tests before deploying to production.
B. Plan and communicate the deployment to all users of the organization in advance.
C. Select a window of time when users will NOT be making changes to the organization.
D. Ensure all users refrain from logging into production for an entire day prior to deployment.
E. Migrate a test deployment to a staging environment for a smoother real-life experience.

Correct Answer: B,C,E

QUESTION 5

Universal containers uses social media to monitor new trends and issues that require a response by their community team. What solution should a consultant recommend to automate the creation of customer contacts and cases from universal containers social channels when negative product sentiment is expressed?

A. Implement salesforce radians 6 with filters against the company's twitter account and assign new cases to twitter queue
B. Configure Salesforce Twitterforce and workflow rules for negative product sentiments that automatically create a contact and a case
C. Configure Salesforce social hub workflow for negative sentiments that automatically creates a contact and a case
D. Integrate Service cloud with Google Analytics and use workflow rules for case and contact creation based on key values

Correct Answer: A

QUESTION 6

Using Import Wizard, how many Asset records can you import at a time?

A. 1000
B. 5000
C. 50,000
D. 100,000
E. You cannot import Assets via Import Wizard

QUESTION 7

What is a benefit of a customer community? Choose 2 answers.

A. Eliminates the need to track service level agreements
B. Reduces incoming call volume
C. Enables customers to log inquires without contacting an agent
D. Eliminates the need for support agents

QUESTION 8

A team of publishers has created and published articles in Salesforce knowledge. The manager of the help desk describe articles are useful to agents. Which reports can the help desk manager use to determine the quality of the articles? Choose 2 answers

A. Report on the articles followed in Chatter
B. Report on agent ratings on articles
C. Report on agent feedback on articles
D. Report on the articles attached to cases

QUESTION 9

Due to a recent product recall, Universal Containers has experienced a 50% increase in daily calls to the Contact Center. The Contact Center has increased support to 24x7 with agents working 12-hour shifts. The VP of Service is concerned about the ability to sustain the increased hours and added cost to support the higher call volume.
Which recommendation should the Consultant make in anticipation of higher call volume?

A. Set up a private Knowledge Base to provide FAQs to customers affected by the recall to defect call.
B. Set up telephony integration using a CTI adapter for quicker agent access when customers call in, reducing average handle time.
C. Set up IVR with an automated response for customers affected by the recall to defect calls.
D. Set up a customer survey for customers calling in to identify the severity and impact of the recall.

QUESTION 10

Universal Containers' support team requires its customers to submit their support inquiries via free form email (Outlook, Gmail, Yahoo, etc). Additional requirements are listed below:
• Support attachments up to 30 MB per inquiry
• Over 10,000 inquiries per day
What solution should a consultant recommend to meet these requirements?

A. Emall-to-Case
B. Customer Chatter groups
C. Web-to-Case
D. On-Demand Email-to-Case

QUESTION 11

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

QUESTION 12

What are two basic concepts of Knowledge-Centered Support (KCS)? Choose 2 answers

A. Evolving content-based product lifecycles
B. Creating content as a result of solving issues
C. Rewarding learning, collaboration, sharing and improving.
D. Developing a knowledge base on the experience of an individual

QUESTION 13

Universal Containers requires that users have the ability to view specific cases, as determined by the product type field on the case. An email should be sent to the users when a case to which they have access is created or closed. What should a consultant recommend to meet these requirements? (Choose 2)

A. Escalation rules
B. Case teams
C. Workflow rules
D. Auto-response rules

QUESTION 14

Which statement is true regarding the Salesforce CTI adapter? Choose 3 answers

A. It acts as an intermediary between telephony systems, the salesforce Call Center application, and Salesforce user interface
B. It is a server-based software program that controls the appearence and behavior of a Salesforce SoftPhone
C. It is based on the Salesforce CTI Toolkit and consists of source code, libraries, and files
D. Prebuilt CTI adapters for different telephony systems are available on the Force.com AppExchange
E. It does NOT require a software install for each call center user on a Windows-based PC.

QUESTION 15

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

A. Publish ongoing updates to the community knowledge base with details about the upgrade.
B. Communicate information about the upgrade to customers in advance.
C. Send routine status updates to customers via Chatter during the upgrade.

D. Replace the default outage page with a custom page containing upgrade information.
E. Notify customers once the upgrade is completed and full services are restored.

Correct Answer: B,D,E

QUESTION 16

When designing a Case management solution to increase agent productivity, which Service Cloud features should you consider first? Choose 2 answers.

A. Case queues
B. Case custom reports
C. Case assignment rules
D. Case dashboards

Correct Answer: A,C

QUESTION 17

A consulting firm has been retained to implement a new Service Cloud platform for a company. This company requires quick iterations and a speedy project completion. The company has requested frequent project updates for check-ins and refinement.
Which methodology should the Consultant recommend to meet the given requirements?

A. Kanban
B. Lightning Platform
C. Agile
D. Waterfall

Correct Answer: C

QUESTION 18

Which two capabilities of Salesforce Knowledge ensure accurate content in Articles?
Choose 2 answers

A. Data Category to assign an Article Type to a Reviewer
B. Validation Rules for Article Types to verify all fields during creation
C. Knowledge Action to Publish an Article once the Article is approved

D. Approval Process that assigns an Article to a Reviewer Queue

Correct Answer: A,B

QUESTION 19

Universal Health supports medical kits that have been distributed to thousands of hospitals. Hospitals can request future credit by providing kit usage information by patient. The regional processing teams review these requests and award coupons for approved cases. What should a consultant recommend to manage this process using Service Cloud?

A. Enable the self-service portal to generate logins for the hospital staff by region.
B. Use Web-to-Lead to capture the credit requests and assign them to regional teams using workflow rules.
C. Design a custom object to track credit requests and route them regionally using assignment rules
D. Use cases to track the credit requests and route than to regional teams using assignment rules

Correct Answer: D

QUESTION 20

Universal Containers plans to migrate data into SFDC from a legacy system. Which step should be taken before performing the migration of the data (Choose 2)?

A. Normalize database
B. Perform data cleaning
C. Enable data validation rules
D. Develop data map

Correct Answer: B,D

QUESTION 21

If you delete a case, which two also get deleted? (Choose two answers)

A. Account
B. Solution
C. Event
D. Attachments

QUESTION 22

Universal Containers' agents often need to access the same cases, contacts, and orders multiple times per day. What should a consultant recommend to meet this requirement?

 A. Create a custom list view for cases, contacts, and orders and pin them to the side bar.
 B. Enable the "Access Recent Items" user permission on the user profiles.
 C. Enable the "History" component within the Salesforce Console for Service.
 D. Embed a "Recent Items" Visualforce component into the Salesforce Console for Service.

QUESTION 23

The Universal Container's customer support organization has implemented knowledge, 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. What could the company do to address this situation? (choose 2)

 A. Require agents to check a box on case when submitting a new suggested article
 B. Create a dashboard for articles submitted by agents & approved for publication
 C. Measure & reward agents based on the # of new articles submitted for approval
 D. Measure & reward agents based on the # of new articles approved for publication

QUESTION 24

Universal Containers has recently set up an email-to-case channel for customers to submit case. However, they are having trouble tracking and relating email responses to the related Salesforce case.
What should a Consultant recommend to address this issue?

 A. Insert a reference Thread ID in the email subject template
 B. Use Omni-Channel to automatically route inbound email
 C. Assign a user to manually manage incoming email
 D. Convert to an On-Demand Email-to-Case setup

QUESTION 25

Universal Containers is implementing a Knowledge Base and wants to empower certain managers to create, edit, and manage articles. All articles should be reviewed by these managers before being published, while some articles need an additional layer of legal review as well. Which three actions should a Consultant recommend to meet these requirements? Choose 3 answers

A. Grant managers the Manage Salesforce Knowledge permission.
B. Create at least two different data categories.
C. Create at least two different article types.
D. Create at least two different approval processes.
E. Grant managers the Manage Data Categories permission.

QUESTION 26

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

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

QUESTION 27

Universal Containers wants to be able to assign Cases based on the same criteria they use for Live Agent chats. Which feature should a Consultant recommend?

A. Omni-channel Skills-based routing
B. Live Agent Queue-based routing
C. Omni-channel Queue-based routing
D. Case Skills-based Assignment Rules

QUESTION 28

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.

QUESTION 29

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

QUESTION 30

Universal Containers recently rolled out a Salesforce Knowledge implementation; however, users are finding unreliable and unrelated Knowledge Articles displayed in the Knowledge One widget in the Salesforce Console.
Which two actions should a Consultant recommend to address the lack of quality checking?
Choose 2 answers

A. Set up an intuitive Data Category hierarchy
B. Restrict the Manage Articles user permission
C. Enable and configure wildcards for article searches
D. Require that an article be added when closing a case

QUESTION 31

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.

QUESTION 32

UC wants to implement a Knowledge management process with the following requirements: It must contain four different kinds of content: customer FAQs, product specifications, contact center procedures, and product manuals. It must provide the ability to filter Knowledge search results by a single product, multiple products, or all 56 products. Any product-related content created by contact center agents must be approved by the contact center manager and the Knowledge manager before being published. Product content should only be visible internally to contact center agents who handle the product. How should a consultant recommend that Knowledge be configured?
Choose 3 answers.

  A. Configure workflow rules for each data category
  B.   Configure article types for each kind of content
  C. Define approval processes for each article type
  D. Define approval processes for each product
  E. Configure data category values for each product

QUESTION 33

UC's service center needs to provide support for a new product line. The product manager would like to be notified whenever a customer reports a new defect. Which solution should a consultant recommend to meet this requirement?
(choose 1 answer)

A. Use an escalation rule to move cases into the product manager queue
B. Use Chatter case feed and case teams to monitor cases
C. Use an assignment rule to assign new cases to the product manager
D. Use a workflow rule to send an email to the product manager

Correct Answer: D

QUESTION 34

The Support Manager at Universal Containers wants to improve visibility to cases across the organization and has decided that Product Managers should be more involved in the case management process. The Support Manager has created predefined case teams for each product and trained Support Agents to add the appropriate case team to each case. Which two solutions will allow Product Managers to quickly see and review the cases that are created for their products? Choose 2 answers

A. Create a case queue for all created or updated cases.
B. Create a case report that displays all created or updated cases.
C. Create an email alert notification for Case Teams.
D. Create a case list view that is filtered by My Case Teams.

Correct Answer: A,C

QUESTION 35

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: C,D