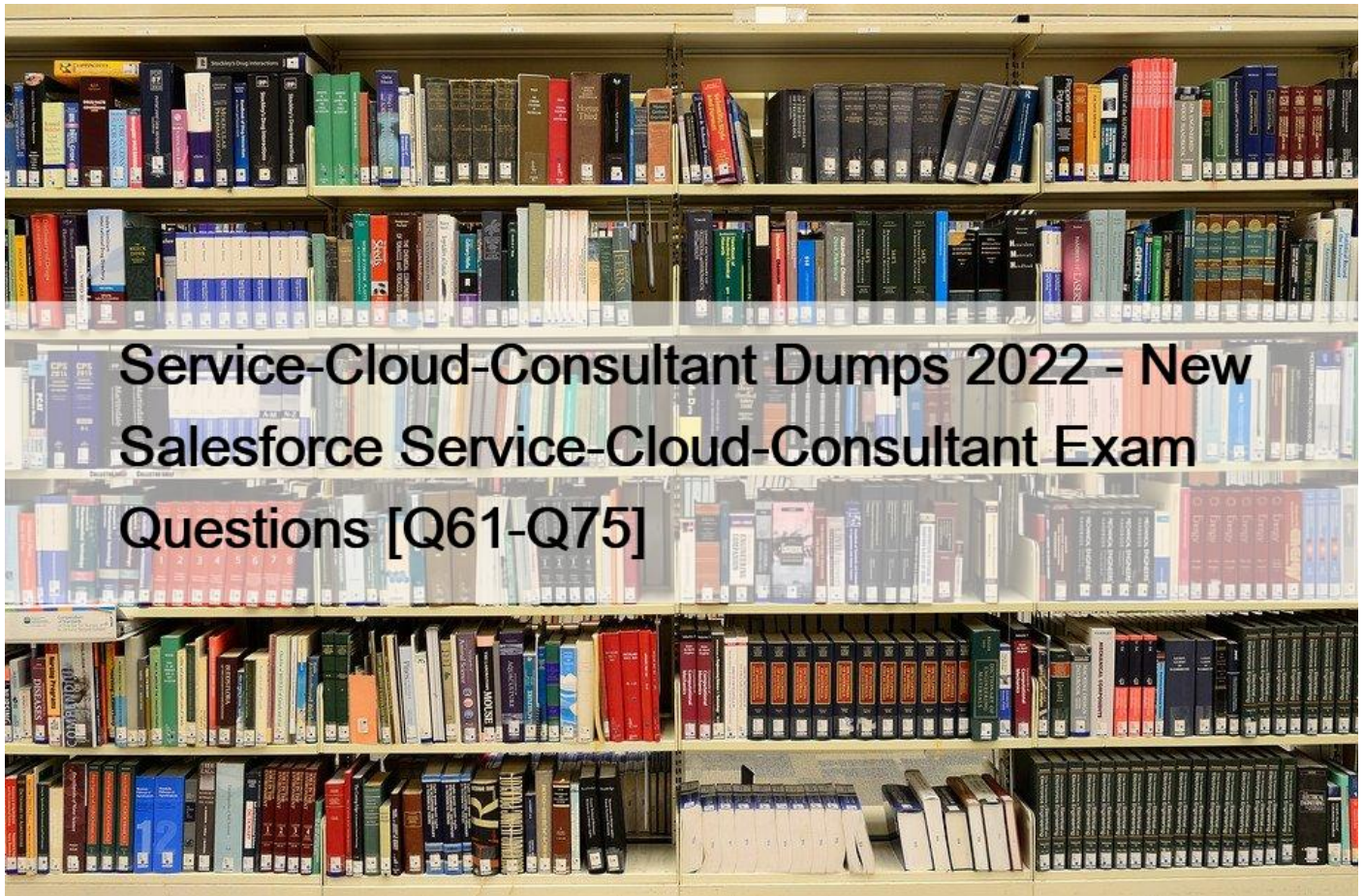


## Service-Cloud-Consultant Dumps 2022 - New Salesforce Service-Cloud-Consultant Exam Questions [Q61-Q75]



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**Q61.** The Support Manager at Universal Containers has determined that there are five common case types that are always resolved during the first call. Additionally, the support manager noticed that support agents are sending similar emails to the customer for each case.

Which three solutions can a consultant implement to minimize the time it takes a support agent to create emails for these cases?

- \* Implement Quick Text
- \* Enable the Support Process for default email templates
- \* Implement Macros
- \* Implement Email-To-Case
- \* Enable the support setting for default email templates

**Q62.** Universal Containers knows it will be adding new Cases at a rate of 4-6 million per year and wants to maintain performance over time. Which two recommended techniques should be utilized? Choose 2 answers

- \* Optimize queries to reduce the scope of Cases included with each search.

- \* Create a data retention plan that archives or purges Cases at regular intervals.
- \* Ask contact center managers to review data each quarter to possibly delete.
- \* Write an Apex trigger that deletes one case each time a new case is created.

**Q63.** Universal Containers customer support management wants to provide proactive communication to customers who are likely to provide low customers satisfaction (CSAT) scores. What customer-related metric should the customer support management analyze?

Choose 2 Answers

- \* Escalated cases by account month to date
- \* High priority cases opened by account month to date
- \* Time spent by account year to date
- \* New cases opened by the account channel

**Q64.** 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?

- \* Enable Omni-Channel Case assignment
- \* Define separate Record Types for Tier 1 and Tier 2
- \* Implement Lightning Guided Engagement
- \* Configure a Visual Flow Troubleshooting Action

**Q65.** Universal Containers' IT policy prevents third-party software from being installed on employee computers.

However, the VP of Service has asked that cases be automatically created from customer emails.

What solution should a consultant recommend?

- \* Email-to-Case
- \* web-to-Case
- \* An AppExchange package
- \* On-Demand Email-to-Case

**Q66.** Solution for 15+ MB attachments, 10,000 email cases and 3,000 web cases.

- \* On-demand email to case
- \* On-demand email to case with sites
- \* Email to case with web to case
- \* Email to care with Site

**Q67.** To help Service Agents more accurately respond to Cases, Universal Containers want a list of relevant Articles displayed on the Case record page.

How should a consultant configure this requirement?

- \* Add the Knowledge related list to the Case record page.
- \* Add the Knowledge tab to the Service Console.
- \* Add Knowledge Data Categories to each Case.
- \* Add the Knowledge Component to the Case record page.

**Q68.** Case escalation rules triggered on the last modification will be reset each time a user does which of the

following actions?

- \* Reads the case
- \* Adds a related comment to the case

- \* Adds an activity or sends an email from the case record
- \* Edits the case
- \* All of the above

**Q69.** The Service Manager at Universal Containers is concerned that users will NOT be able to manage cases in the Service Console efficiently and reduce clicks.

Which feature should a Consultant implement to address this concern?

- \* Configure Macros
- \* Multiple Monitors Components
- \* Collapsible Sidebar Components
- \* Console Keyboard Shortcuts

**Q70.** A company has created a new onboarding process. An Agent must create ten open activities that align to a step of this onboarding experience. Creating these activities can take up to 20 minutes each to complete.

What should the Agent recommend to minimize costs?

- \* Assign a single agent to create the activities on all new onboarding cases.
- \* Provide a macro that will automatically create the activities when executed.
- \* Add an object-specific custom quick action to create new activities.
- \* Hire a certified developer to write an apex trigger that creates each new activity.

**Q71.** Universal Containers initiates cases based on electronic transmissions from power units. The case management process is as follows: A work order is submitted to a field service team to perform a technical review.

After the technical review is closed, an agent needs to contact the customers to review the activities.

Cases can only be closed after the customer review has been completed.

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

Which three aspects should the consultant consider to meet these requirements?

Choose 3 answers

- \* Account team relationship to the primary contact
- \* Case closure rules on the original case
- \* Work order and customer contact escalation requirements
- \* Visibility and access to the work order records
- \* Total number of account and contact records in the database

**Q72.** When migrating data from an older system to a new one, what steps should be taken? Choose 2 answers.

- \* Data Cleansing
- \* Data Normalization
- \* Activate data validation rules
- \* Data mapping

**Q73.** Universal Containers has recently implemented a Customer Community to allow its customers to create and update their cases online. What should a consultant recommend to ensure Customer Community users are able to access only their cases online,

including cases created by the support team on their behalf over the phone?

- \* A sharing set to grant the Customer Community user access to records associated to theirContact record.
- \* An organization-wide default of Public Read/Write on the Case object.
- \* A sharing rule to ensure record access is granted based on the Customer Community user role hierarchy.
- \* A sharing rule to ensure record access is granted based on criteria of the case.

**Q74.** 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)?

- \* Normalize database
- \* Perform data cleaning
- \* Enable data validation rules
- \* Develop data map

**Q75.** Universal Containers (UC) created a new mobile app that enables customers to place orders and track

fulfillment. UC wants to quickly embed customer service into the new mobile app. Which two features should

be added to meet this requirement? Choose 2 answers

- \* Salesforce Knowledgebase
- \* Chatter Groups
- \* Field Service Lightning
- \* Service Cloud SOS

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