


## Latest Service-Cloud-Consultant Exam Dumps Salesforce Exam from Training Expert ExamsLabs [Q36-Q58]



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Salesforce Service-Cloud-Consultant exam is intended for professionals who have experience in implementing Service Cloud solutions, configuring Salesforce applications, and managing customer support. Service-Cloud-Consultant exam tests candidates' knowledge of Service Cloud features, design considerations, and best practices for implementing and managing Service Cloud solutions. Professionals who achieve this certification are recognized as experts in Service Cloud and are in high demand by organizations seeking to deploy Salesforce Service Cloud solutions.

**Q36.** A business to consumer (B2C) company wants to decrease service costs and improve customer relationship currently, customers pay invoices and update their contact information by mailing paper payslips back to company.

What is the recommended solution to meet the requirements?

- \* Field Service with Integrated Payments
- \* Experience Cloud with Customer Account Portal template
- \* Einstein Bots with Credit Card Payments
- \* Service Cloud Voice with Tele-pay

**Q37.** Universal Containers is exploring ways to provide its customers with more self-service options in its new Customer Community to reduce the number of interactions with their contact center. Which two features should a Consultant consider

implementing? Choose 2 answers

- \* Use a community template to set up their customer community.
- \* Enable web -to -case on their public website.
- \* Enable Live Agent in their community to chat with an agent.
- \* Add the Question action to Chatter in the community publisher.

**Q38.** A customer has a detailed question about product functionality. The customer would like access to expert customer subject-matter experts, and real-time access to company IT support experts. Which features will best help the customer? Choose 2 answers.

- \* Mass email
- \* Communities
- \* Public groups
- \* Salesforce Chat

**Q39.** 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?

- \* Email-to-Case
- \* Customer Chatter groups
- \* Web-to-Case
- \* On-Demand Email-to-Case

**Q40.** Universal Containers wants articles to be suggested to agents based on information they are typing into the case. Which solution should a consultant recommend?

- \* Implement a Salesforce Console for Service and enable the Knowledge sidebar on the case page layout.
- \* Enable the Knowledge sidebar related list on the case page layout.
- \* Enable the Knowledge sidebar setting in the case support settings.
- \* Create a Visualforce page called Knowledge sidebar on the case page layout.

**Q41.** Universal Containers has completed development and testing of its Service Cloud implementation and plans to migrate functionality from the sandbox environment to the production environment.

What should be used for migration functionality?

- \* Visual Studio Code and change sets
- \* Mass Transfer Records, change sets, and Visual Studio Code
- \* Visual Workflow, data loader, and Force.com IDE
- \* Data loader, change sets, and Force.com Excel Connector

**Q42.** to help service agents more accurately respond to cases universal containers wants a list of relevant knowledge articles to be displayed on case record page.

- \* Add the knowledge related list to the case record page
- \* Add the knowledge tab to the service console

- \* Add knowledge component to case record page
- \* Add knowledge data categories to each case

**Q43.** 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

**Q44.** Universal Containers is implementing Salesforce Knowledge for call center agents. The company needs to ensure that agents can contribute to the knowledge base to promote adoption. Which functionality supports these requirements?

- \* Allow agents to create Knowledge articles when closing a case.
- \* Require agents to create Knowledge articles when opening a case.
- \* Add the Submit Feedback button to articles.
- \* Add the Submit Feedback button on the Solutions tab.

**Q45.** Universal Containers had tech support and general customer teams that use unique service console applications.

Which two configuration should a consultant use when deploying the console?

- \* Assign user to public group with access to the service console app
- \* Assign users a permission with access to the service console app
- \* Assign users a sharing rule with access to the service console app
- \* Assign users a profile with access to the service console app

**Q46.** Universal Containers needs to customize Salesforce to improve its Support Agents' experience so they can work more efficiently.

Which two features requires Service Cloud?

- \* Open multiple case records as tabs and sub tabs
- \* Unique page layouts for each Case Record Type
- \* Utility Bar
- \* Access to Knowledge Articles

**Q47.** Field engineers often need to access current inventory levels of products the customer has purchased while at customer sites.

Which solution should a Consultant recommend to meet this requirement?

- \* Implement Field Service Lightning.
- \* Integrate with an enterprise resource planning system.
- \* Develop and publish a knowledge management system

- \* Configure Visual Flows on Salesforce mobile.

**Q48.** Universal Containers wants to provide its five million customers a solution where customers can submit inquiries, monitor the status of those inquiries, and view their contact information.

Which type of Community license should be used to meet these requirements?

- \* Company Community
- \* Employee Community
- \* Customer Community
- \* Partner Community

**Q49.** The contact center at Universal Containers offers support through phone, email, public website, and a Community. The contact center manager wants to demonstrate the success of recent self-service initiatives to executive management. Which two reports should the contact center manager present to executive management? Choose 2 answers

- \* Number of cases closed by self-service users.
- \* Average call handle time by team.
- \* Number of Knowledge articles created each month.
- \* Number of cases created using Communities by month.

**Q50.** When designing a Case management solution to increase agent productivity, which Service Cloud features

should you consider first? Choose 2 answers.

- \* Case queues
- \* Case custom reports
- \* Case assignment rules
- \* Case dashboards

**Q51.** Universal Containers wants to create a process to verify that customers are eligible for support before a case is

creates. A consultant recommends using entitlement management to meet this requirement. Which benefit

would be realized by using the entitlement management feature? Choose 2 answers.

- \* Ability to determine if a customer has escalated a case in the past
- \* Ability to specify unique service levels for each customer
- \* Ability to prompt callers for the service contract number within IVR menus
- \* Ability to enforce service levels with the time-dependent processes

**Q52.** A company has implemented Salesforce Service Cloud. The company needs Key Performance Indicators (KPIs) to ensure that its customer support service center is profitable. Which three metrics can be used to help executive management understand service center costs? Choose 3 answers

- \* All open Cases by Priority
- \* All Cases by Customer
- \* Case resolution time
- \* All Cases closed Month-to-date
- \* All open cases by Channel

Explanation

All Cases closed Month-to-date, Case resolution time, and All Cases by Customer are metrics that can be used to help executive management understand service center costs. All Cases closed Month-to-date shows the number of cases that have been resolved within a given month. This metric can indicate the productivity and efficiency of the service center. Case resolution time shows the

average time it takes to close a case from the moment it is created. This metric can reflect the quality and effectiveness of the service center. All Cases by Customer shows the distribution of cases across different customers or accounts. This metric can reveal the profitability and loyalty of different customer segments. Verified References: Service Cloud Consultant Certification Guide & Tips, Reports and Dashboards Overview

**Q53.** 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

tandardization.

**Q54.** A business to consumer (B2C) company wants to decrease service costs and improve customer relationship currently, customers pay invoices and update their contact information by mailing paper payslips back to company.

What is the recommended solution to meet the requirements?

- \* Field Service with Integrated Payments

- \* Service Cloud Voice with Tele-pay

- \* Einstein Bots with Credit Card Payments

- \* Experience Cloud with Customer Account Portal template

Explanation

Experience Cloud with Customer Account Portal template is the recommended solution to meet the requirements of reducing service costs and improving customer relationship by allowing customers to pay invoices and update their contact information online.

Experience Cloud is a product that allows you to create branded online portals for your customers, partners, or employees.

Experience Cloud sites can provide self-service resources, such as knowledge articles, FAQs, forums, and case management.

Customer Account Portal is a template that provides a pre-built site for customers to access their account information, such as invoices, payments, orders, contracts, or contact details. Customers can also update their profile, preferences, or communication settings from the site. Verified References: Service Cloud Consultant Certification Guide & Tips, Experience Cloud Overview, Customer Account Portal Template Overview

**Q55.** Which three are characteristics of Visual Workflow? Choose 3 answers

- \* Apex code must be used to update fields in the database.

- \* Elements can be used to pass data to legacy systems.

- \* Apex code must be used to pass data to legacy systems.

- \* Only one version of a flow can be activated at a time.

- \* Elements can be used to update fields in the database.

**Q56.** Universal Containers requires a scheduling solution that will allow Managers to coordinate service engineers across multiple Territories.

What solution should a consultant recommend?

- \* Field Service Lightning
- \* Lightning Console
- \* Salesforce Mobile App
- \* Employee Community

**Q57.** Universal Containers wants to implement Knowledge to assist agents with the resolution of cases.

Which three recommendations should a consultant make to meet this requirement? Choose 3 answers

- \* Enable article customization for open cases.
- \* Enable agents to create their own personal articles.
- \* Enable suggested articles on new cases.
- \* Enable article submission during case close.
- \* Create an email template to send articles as PDF attachments.

**Q58.** Business Users have requested that the salesforce administrator allow agents to view a list of cases in the console while agents work through their cases. This will allow agents to identify urgent cases that need to be worked on.

How should this be accomplished?

- \* Enable the list to be pinned in the console. This allows users to view the list alongside the case view in the console
- \* Build a customer visual force page with the list view and assign it to the console sidebar.
- \* Configure the case list under custom console components so users can view the list view along with the case view
- \* Recommend opening the case list view in a separate browser tab and use the window alongside the case view

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