Salesforce

SERVICE-CLOUD-CONSULTANT Exam

Salesforce Certified Service cloud consultant

Questions & Answers
Demo

Version: 20.0

Topic 1, Pool A (Main)

Question: 1

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?

A. Add the Knowledge related list to the Case record page.
B. Add the Knowledge tab to the Service Console.
C. Add Knowledge Data Categories to each Case.
D. Add the Knowledge Component to the Case record page.

Answer: D

Explanation:

Question: 2

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?

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

Answer: D

Explanation:

Question: 3

Metrics show that Universal Containers has a high call abandonment rate Which two strategies should a consultant recommend?
Choose 2 answers

A. Simplify the interactive voice response (IVR) tree.
B. Set up Email-to-Case.
C. Use Assignment rules and case queues.
D. Add additional agents to lower average hold time.

Answer: A, B

Explanation:

Question: 4

Universal Containers wants to implement a customer service site. The goal of the site is to enable community members to access, create, and manage cases online.
How should the consultant implement these requirements?

A. Change the org-wide default for cases and contacts internal access to private.
B. Update the case assignment rule to add the site member to the predefined case team.
C. Create a sharing rule to share the contact record with the site member.
D. Set up a sharing set to grant access based on the site member's contact record.

Answer: D

Explanation:

Question: 5

Universal Containers (UC) receives partner data in Excel format. The Excel data is all text, but needs to be imported into existing Salesforce Date, Number, and Text fields.
Which three best practices should a consultant recommend?
Choose 3 answers

A. Import the records and create a workflow rule to change the data type.
B. Standardize all rows to match Salesforce data types.
C. Import the records and use Duplicate Management.
D. Deduplicate the data before importing into Salesforce,
E. Install the Data Quality Analysis Dashboards from the AppExchange.

Answer: B, C, D

Explanation: