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(SU23)**

Salesforce Service-Cloud-Consultant

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QUESTION NO: 1

Universal containers is trying to reduce the amount of time support agents spend creating cases. The new method case creation must allow for 4000 - 5000 new cases a day, as well as the attachment of documents under 25 MB by the customer.

Which method should the consultant suggest?

- A. On-Demand Email-to-case
- B. Standard email to case
- C. Web to case forms
- D. Omni channel routing

ANSWER: A**QUESTION NO: 2**

Universal Containers wants to measure the efficiency of its contact center. Which three metrics should the contact center manager analyze? Choose 3 answers

- A. Number of open cases per day
- B. Number of new customers added
- C. Number of closed cases on first call
- D. Average number of days to close cases
- E. Number of cases escalated

ANSWER: A D E**QUESTION NO: 3**

Which task should be included in a business continuity plan for a contact center? Choose 3 answers.

- A. Route cases to agents in an alternate center.
- B. Disable the Interactive Voice Response (IVR) system.
- C. Deliver training on case handling for contingent staff.
- D. Update the case status field values.
- E. Monitor service level agreements (SLAs) and notify customers.

ANSWER: A C E

QUESTION NO: 4

Universal Containers uses Live Agent to interact with customers. Service Reps complain that it takes too much time to end the chat and close the case.

Which two features should a Consultant recommend to address this concern? Choose 2 answers

- A. Visual Workflow
- B. Lightning Guided Engagement
- C. Quick Text
- D. Macros

ANSWER: C D

QUESTION NO: 5

A contact center agent wants to leverage subject matter experts (SMEs) on Chatter to resolve a complex issue for a customer. What is the recommended solution to increase the involvement of SMEs and track the case to completion in Chatter?

- A. Follow the SMEs to receive automatic updates when they add case comments
- B. Bookmark all the comments related to the issue from SMEs
- C. Use hashtag (#) to track the customer case and SMEs comments
- D. @mention the SMEs on the case Chatter feed and follow the case

ANSWER: D

QUESTION NO: 6

UC wants to reduce incoming support phone call volume. What action can be taken to meet this requirement? Choose 2 answers.

- A. Implement Service Cloud console to support agents
- B. Leverage Live Agent for web-based chat
- C. Enable service contracts and entitlements
- D. Implement Salesforce Knowledge on a portal

ANSWER: B D**QUESTION NO: 7**

Which Statement is true regarding Salesforce Chatter Answers? Choose 3 answers

- A. Answers can be exposed to partner portal users
- B. External users can subscribe to Answers
- C. Escalate a question to a case
- D. Knowledge articles can be created from Answers
- E. Select best answers for questions.

ANSWER: C D E**QUESTION NO: 8**

A consultant has been hired to integrate a client's phone system with the Salesforce Service Console. What are two key considerations for this integration? Choose 2 answers

- A. CTI Adapter configuration
- B. Lightning Console enablement
- C. Call Center Definition File creation
- D. Service Console case creation configuration

ANSWER: A C**QUESTION NO: 9**

Universal Containers (UC) added a channel to the Service Cloud deployment. UC wants the functionality to include the ability to log the case thread and store attachments to the case record.

Which channel should a consultant recommend to meet these requirements?

- A. Email-to-case
- B. Social Customer Service
- C. Chat
- D. Web-to-case

ANSWER: A

QUESTION NO: 10

Universal Containers has Technical Support and general Customer Service teams that use unique Service Console applications. Which two configurations should a Consultant use when deploying the console? Choose 2 answers

- A. Assign users to a Permission Set granting the Service User license.
- B. Assign users to a Permission Set with access to the service console app.
- C. Assign users the Service User license on their User record.
- D. Assign users to a Public Group with access to the service console app.

ANSWER: B C**QUESTION NO: 11**

Which two areas can an Administrator make Open CTI features available to users when building a Lightning 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

ANSWER: C**QUESTION NO: 12**

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?

- A. Embedded Chat Service
- B. Web-to-CaM
- C. Experience Cloud site
- D. Case Assignment Rules

ANSWER: A**QUESTION NO: 13**

A Contact Center Manager is implementing a new customer care program and wants to specifically measure customer loyalty.

Which measure can satisfy this requirement?

- A. Customer Satisfaction
- B. Customer Engagement Score
- C. Net Promoter Score
- D. Service-Level Measure

ANSWER: C

QUESTION NO: 14

Universal Containers contact center has experienced an increased number of customer questions due to a growing product portfolio. Which two solutions should a consultant recommend to minimize the need to hire more agents? Choose 2 answers

- A. Community
- B. Web -to -Case
- C. Live Agent
- D. Chatter Questions

ANSWER: A D

QUESTION NO: 15

Case escalation rules triggered on the last modification will be reset each time a user does which of the following actions?

- A. Reads the case
- B. Adds a related comment to the case
- C. Adds an activity or sends an email from the case record
- D. Edits the case
- E. All of the above

ANSWER: D**QUESTION NO: 16**

Universal Containers has implemented Salesforce Service Cloud with the goal of reducing the number of escalated cases for contact center. What metric should a contact center manager use to analyze this?

- A. Percent of cases closed with an attached article
- B. Percent of cases closed meeting the defined SLA
- C. Percent of cases closed with chatter posts
- D. Percent of cases closed on first contact

ANSWER: B**QUESTION NO: 17**

Which three processes are use cases for Visual Workflow? Choose 3 answers

- A. Cross-sell promotions for agents
- B. Decision-based troubleshooting for agents
- C. Assignment of email to a case queue based on subject
- D. Caller verification and creation of a new case
- E. Field validation during case creation

ANSWER: A B D**QUESTION NO: 18**

An Inside Sales Contact Center Manager would like to assess the ROI of the Contact Center. Which three metrics should the Manager use to assess the ROI? Choose 3 answers

- A. Average queue time per agent
- B. Number of leads created
- C. Opportunities per channel
- D. Cost per call
- E. Number of sales queues

ANSWER: B C D

QUESTION NO: 19

Universal Containers is planning to provide different levels of support to customers in order to ensure its Agents are working within the confines of the Service Level Agreement. Which feature should the Consultant consider?

- A. Omni-Channel
- B. Entitlements
- C. Case Escalation
- D. Case Milestones

ANSWER: B**QUESTION NO: 20**

What statement is true about the Salesforce Knowledge article lifecycle?

- A. Approval process CANNOT allow publishing of articles that have specific validation statuses
- B. Article permission sets allow agents to participate in the article publishing process
- C. Articles CANNOT be published until they are reviewed and validated by a qualified author
- D. Knowledge uses public groups as a way to assign users to specific tasks related to articles

ANSWER: B