Salesforce Keeda
(www.Salesforcekeeda.com)
WhatsApp business account

SP21 SERVICE CLOUD

1. Contact Centre management must be notified whenever an Open Case has not been touched for 24 hours.
Which feature should a Consultant use to meet this requirement?

A. Scheduled Reports **B.** Time-based Workflow Rules **C.** Milestone Actions **D.** Process Builder Scheduled Actions

2. 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.

a) Change set and Visual Studio code

b) Mass Transfer records, change sets, and Visual Studio Code

c) Visual Workflow, data loader, and Force.com IDE

d) Data loader, change sets, and Force.com Excel Connector

3. universal containers want to help customers resolve issues by browsing knowledge articles and submit a case if they need more information

a) Allow Comments on knowledgearticles

b) Enable Chat in customer community

c) Create a self-service Help center

d) Implement Case Assignment rules

4. service representatives are complaining that their lightning service console is too crowded

Making it difficult to find tab and features required. After reviewing service console all configured features are required.

a) Define criteria-based record page components

b) Create multiple console layouts

c) Enable keyboard shortcuts

d) Configure Macros

5. UC has created permission sets granting access to object and fields in one of its sandboxes. How shud consultant deploy this permission set to prod?

a. Change set

b. Manually recreate the Permission sets

c. Create an Unmanaged package

d. Publish a Managed package

6. A service manager has just configured chat at a company site. Now, the agents cannot see the chat footer components in the console.

Which configuration option should be verified?

A. Verify that users have access to the chat buttons.
B. Verify that users are assigned the chat user profile.
C. Verify that users have access to the chat public group.
D. Verify that users are assigned the chat feature license.

7. Universal container has been testing an updated service console in sandbox and is ready to move it to production. Which deployment solution should a consultant use?

a. Change Sets

b) Mass Transfer Records

c) Data Loader

d) Manual Configuration

8. universal containers want to monitor customers social media reactions and opinions. Agents also want to see recent cases that customer logged.

A) Omni channel

b) Appexchange solution

c) Custom lightning component

d) Social Conversation component

9. 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?

A. Develop and publish a knowledge management system

B. Integrate with an enterprise resource planning system

c) Configure Visual Flows on Salesforce mobile

d) Develop and publish a knowledge management system

10. universal containers want to schedule technicians for repair services when an agent is unable o solve customer problem via call center

a.Omni channel
b.Contact Requests
c.field service
d.Mobile connect

11. **Which feature** a **Consultant should 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 Flow component

c.Lightning Guided Engagement

d.Patch for cases

12. Universal containers provides customer support for two separate business operations. The cases managed for each operation have different steps and fields.

Which three features could be implemented to support this?
Choose 3 answers
A. Article Types
B. Record Types
C. Page Layouts
D. Support Processes
E. Omni -Channel

13. universal containers is implementing a customer community using the customer service template.One of the requiremnets is for members to be able to find knowledge articles based on the product type.How should consultant satisfy this requirement

a. Define article types with sharing settings

b) Enable suggested articles in the community

c) Utilize topic tags for each product type

d) Set the visibility to the data categories

14. the support manager at universal containers wants to see monthly historical metrics for first call resolution by call center and agent. Which reporting should consultant recommend.

a.Dynamic Dahsbaord by Call Center

b.Reporting Snapshots by call center

c.Report Subscriptions by call center

d)Case report grouped by call center

15. Universal Containers would like to reduce the clicks a Customer Support Agent uses when working on a case. This includes the time it takes to create, resolve, and close the case. Which three Salesforce productivity features should be used to accomplish this requirement? Choose 3 answers

A. Quick Text
B. Publisher Actions
C. Omni -Channel
D. Chatter
E. Macros

16. 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.

a. Add the knowledge related list to the case record page

b. Add the knowledge tab to the service console

c. Add knowledge component to case record page

d. Add knowledge data categories to each case

17. Universal containers are migrating from classic knowledge to lightning knowledge using the lightning knowledge migration tool and noticed that none of the article file attachments were migrated.
How can a consultant migrate the file attachments?

A. Use the lightning knowledge migration tool and choose "include files".

B. Upload the files as documents, then relate them to the migrated articles.

C. Use the files related list on each article to add files to your articles.

D. Post the files to the chatter feed on each article.

18. universal containers require a scheduling solution that will allow managers to coordinate service managers across territories

a. Employee Community

b. Field service lightning

c. Lightning Console

d. Salesforce Mobile App

19. Universal Containers wants to implement best practices for its customer support teams and has decided to follow a Knowledge -Centered Support (KCS) methodology.

Which two benefits can be expected from KCS adoption? Choose 2 answers

A. A knowledge article life cycle that is implemented correctly the first time and does not need to change

B. A knowledge article life cycle that evolves based on usage and demand

C. Reduced issue resolution time

D. Reduced first contact resolution

20. Universal Containers has defined a set of steps that each Case must go through, from submission to closure. In addition, each step must be completed within a specific amount of time.What approach should a consultant recommend to meet these requirements?

A. Configure Case Escalation Rules.

B. Define Entitlement and Milestones.

C. Use Process Builder with Scheduled Actions

D. Enable Omni-Channel Routing.

21. universal containers has implemented KCS.specific article types and categories requires approval , both the publish articles action button and the submit for approval button are avaialble on page layouts.Agents are forgetting to submit certian article types for approval.

What should a consultant recommend to automate the approval process?

a. Validation Rule

b. WorkFlow

c. Process builder

d. Assignment Rule

22. Universal Containers (UC) wants to implement Service Cloud using Agile methodology. How should the consultant recommend delivering a successful implementation?

A. Schedule a meeting with the UC executives at the start of the project to generate all the requirements.

B. Generate continuous feedback from the project team, and adjust the requirements and deliverables accordingly.

C. set a cutoff date of 1.5 months before user acceptance testing for any change requests.

D. Deliver the entire project simultaneously so as to present UC with a completed solution.

23. universal containers are preparing to implement service cloud for its global support team. Requirements gathering sessions have resulted in a large scale of required deliverables.

A. What should a consultant recommend as the next step?

Organize the requirements from largest to smallest.

B. Prioritize the requirements based on who submitted them.

provide a timeline that addresses all the requirements.

C. identify the requirements needed for initial Go Live

24. metrics show that universal containers has a high call abandonment rate.which two strategies should a consultant recommend.

A. Use assignment rules and case queries
B. Simplify the interactive voice response (IVR (tree
C. Add additional agents to lower average hold time
D. Set up email to case

25. Universal Containers wants to notify Support Managers when a new case has been untouched for more than two business days.

Which approach should a consultant implement? A. Define Case Auto-Response Rules.
B. Establish Case Assignment Rules.
C. Create a Process Builder with Scheduled Actions.
D. Configure Case Escalation Rules.

26. Universal Containers is launching a full line of new products and Service Cloud should support the following requirements:
- Agents need to collaborate with other teams
- The product development team needs to be alerted on high-priority cases for specific products.

a. Use Process builder for notifications and acoumeters to monitor cases
b. Use escalation rues for notifications and account teams to monitor cases
c. Use process builder for notifications and case teams to monitor cases
d. Use escalation rules for notifications and case teams to monitor cases

27. Universal Containers email policy requires that all email traffic remain within its firewall. Currently, the company has 200 support agents handling email from five different time zones.
Which solution should a consultant recommend?
A. Web-to-Case
B. Email-to-Case
C. Salesforce for Outlook
D. On-Demand Email-to-Case

28. Universal Containers is changing their case management system to salesforce. All active accounts, contacts, open cases and closed cases for the past five years must be migrated to salesforce for go-live.

Which approach should the consultant use for date migration?

A. Prepare, plan, Test, execute, validate. B. Plan, prepare, test, execute, validate. C. Plan, prepare, validate, execute, test D. Prepare, plan, validate, execute, test.

29. Universal Containers (UC) hired in an expansion of the contact center. Getting agents up to speed and fully productive is a priority UC implemented a standardize agent-customer dialog to assist agents.

Which two features should a consultant integrate into the Service Console?
Choose 2 answers
A. Lightning Process Builder
B. Interaction Log
C. Lightning Flow for Service
D. Path for Cases

30. Universal Containers recently implement Service Cloud. The Support Manager notices that cases are being distributed unevenly across the team.

What should the consultant recommend to address this problem?

Configure Omni-Channel Routing Model as Most Available

- Configure Case Assignment Rules to use Queues.
- Configure Case Assignment Rules to use Users.
- Configure Omni-Channel Routing Model as Least Active.

If you select Least Active, then Omni-Channel routes incoming work items to the agent with the least amount of open work. If you select Most Available, then Omni-Channel routes incoming work items to the agent with the greatest difference between work item capacity and open work items.

31. 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 ? what required step should a consultant address before configuring omni channel ?

a. Create SF cases to have omni channel enabled

b. creates the necessary objects in SF

c. customizes service channel settings to define how the org receives work various sources

d. From setup selects omnichannel and select enable omni channel

32. what approach should a consultant use to ensure that knowledge search only display articles for a service agents product specialization?

a. Create an article action for each record type; assign record types to service agents
b. Create a page layout for each record type; assign layouts to service agents
c. Create a permission set for each record type; assign permissions to service agents
d. creates a data category for each product assign data categories to service agents.

UCs is implementing Salesforce Knowledge at its contact center. The contact center has a dedicated support team for each product that it supports. Contact center agents should only be able to view articles for the product they support. What solution should a consultant recommend to meet this requirement?

A. Assign team-based roles to the associated product article types

B. Assign team-based profiles to the associated product article types

C. Assign team-based roles to the associated product data category value

D. Assign team-based profiles to the associated product data category value

33. Universal Containers wants to be able to assign cases based on the same criteria they use for chat .

Which feature should a consultant recommend? A . Chat
Queue-based routing
B . Case Skills-based Assignment Rules
C . Omni-channel Queue-based routing
D . Omni-channel Skills-based routing

34. Universal Containers is trying to reduce the amount of time support agents spend creating cases. The new method for 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?

Standard Email -to -Case

A. On -Demand Email -to -Case
B. Omni -Channel routing
C. Web -to -Case forms
D. Apex email services

On Demand Email-to-case VS Email-to-case

May 4, 2019Alok kumar Mishra

On Demand Email to Case :-

- Does not accept Attachment larger than 25MB
- Does not keep the email traffic within firewall.

- Maximum number of cases can be created from email is Number of user licenses multiplied by 1,000 upto daily maximum of 1,000,000 .
- Requires you to set up Salesforce Apex email services to turn emails into cases

Email to case :-

- Can accept Attachment larger than 25MB
- Keep the email traffic within firewall.
- Maximum number of cases can be created from email is 2500
- Requires you to download and install the Email-to-Case Agent on your local machine to turn emails into cases

35. 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. Case Escalation **B.** Entitlements and Milestones **C.** Salesforce Console **D.** Case Assignment

36. universal containers wants to import an external knowledge base to lightning knowledge base using the ***knowledge*** importer .How should this be implemented?

Multiple Article record types can be imported in the same csv Article record

types must be created before the import

Each article record type must be in a separate csv Article record types

will be created as part of the import

37. universal containers is implementing a customer community to provide self service options to its B2C customers.Which two features should a consultan recommend.

Contracts and SLASs

Chatter Answers Contacts

Cases

Universal Containers needs to set up a customer community to provide customers with a self-service option for support. Which capability can Universal Containers provide its customers via the customer communities?
Allows customers to submit ideas and answers;Allows customers to follow Chatter feeds;Allows customers to search a knowledge base

Universal Containers support manager wants to share product-specific information with their customer Communities. What should a consultant recommend to meet this requirement?
Assign Article types to the Community (available site); Enable Public Solutions; Publish Articles to external channels

38. Agents at universal containers are required to update the case status to waiting for customer after they send an email to the case contact.Support managers are noticing that many agents are forgetting to perform thi step.

What should a consultnat recommend to address this problem. Define case

escalation rules

Configure Process builder

Activate a validation rule Create

a Case Macro

39. A company would like to implement a solution that would hold service reps accountable to customer Service Level Agreements. Which two steps should be completed to meet this request? Choose 2 answers

- ☐ **C.** Configure Service Contracts.
- ☐ **B.** Create an Entitlement Process.
- ☐ **D.** Set up Milestones.
- ☐ **A.** Enable Work Orders.

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

A. Create a sharing rule to share the contact record with the community member.
B. Change the org-wide default for cases and contacts internal access to private.

C. Set up a sharing set to grant access based on the community member's contact record.
D. Update the case assignment rule to add the community member to the predefined case team.

41. A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system.
Which two metrics can be used to assess the success of the new workforce management system? Choose 2 answers

A. Quality monitoring score
B. Agent utilization
C. Number of calls offered
D. Schedule adherence

42. 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.

43. universal containers wants service console users to be able to view and update product usage data that is tored in external system.
Which two features shold a consultant recommend to provide this functionality?

a) Salesforce connect
b) Custom Objects
c) External Objects
d) Mid tier integration

44. A Service Representative transfers a Live Agent Chat to another Representative.
Which two things will happen? Choose 2 answers

A. Both Service Reps can chat with the Customer.
B. The Customer does not know they were transferred.
C. The Chat Transcript and Case are transferred.
D. The Customer is shown the new Representative's Name

45. 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. Restrict the Manage Articles user permission

B. . Set up an intuitive Data Category hierarchy

C Enable and configure wildcards for article searches

D. Require that an article be added when closing a case

46. A Contact Center Manager is implementing a new customer care program and wants to specifically measure customer loyalty. Which three measures satisfy this requirement? Choose 3 answers

A. Customer Purchase History

B. customer satisfaction Survey

C. Service Level Agreement

D. Net promoter Score

E. Customer Support Requests

47. 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?

A. Enable Omni-Channel Case assignment

B. Define separate Record Types for Tier 1 and Tier 2

C. Implement Lightning Guided Engagement

D. Configure a Visual Flow Troubleshooting Action

E.

48. What are three considerations when adding a report chart to a Console Component? Choose 3 answers

A. The report chart is added to the Page Layout.

B. B. The report is shared with a Chatter Group.

C. The report is a Summary or Matrix report.

D. D. The report contains a chart.

E. The report has a standard Report Type.

49. Call center agents are organized into four groups reflecting UC's four differnt product lines.Each group's manager would like a report on their agents daily call volume including related case and contact information

a. Create a Custom Report type with activities as the primary object

b. set up a reporting snapshot of the case, contact and activity objects

c. Build a summary report on products and activities

d. Customize the My teams calls this week standard report

50. Universal Containers is considering a Knowledge-Centered Support (KCS) implementation.
Which three benefits can be expected from KCS adoption? Choose 3 answers

A. Optimized use of resources
B. Increased call deflection
C. Increased call routing accuracy
D. Reduced support channels
E. Reduced issue resolution time
F.

51. universal containers receive partner data in excel format.the excel data is all text, but needs to be imported into existing
Salesforce date,number and text fileds.

Which 3 best practices should a consultant recommend?

a) Import the records and use duplicate management
b) Deduplicate the data before importing into SF
c)Install data quality analysis dashboards from the appexchange
D)Standardize all rows to match salsesforce data types
e) Import records and cretae a a worflow rule to change the data type

52. universal containers want a mechanism that provides customers access to product installation guides, FAQs, and warranty information. What solution should the consultant recommend to meet this request?

a) Deploy a partner central community
b) Configure web to case
c) Create a customer community
d) Implement recommended articles

53. Universal Containers has an active presence on Twitter and Facebook. Customers' requests from these social media channels should be responded to by support agents.

What should a consultant recommend to meet this requirement?
A. Social Persona tor Twitter and Facebook.
B. Social Media Marketing message tagging.
C. Social Customer Service for Twitter and Facebook.
D. Einstein Bot social queues.

54. universal containers has regional contact canters around the world. Support Managers have asked to see support metrics for their region by default.

Which two strategies should a consultant recommend? a)Dashboad

folder sharing
b) Org wide default for cases set to private
c) Dynamic dashboards
d) Case Object permissions set to create and read

55. universal containers wants to automate the process of case creation.While conducting a business process review the consultant learned that in some instances customers provide UC with digital pictires of the problem,The average attachment size was 34 MB.

Which solution should a consultant recommend?

a) On Demand Email-to -Case
b) Email-to-case
c) Outlook Integration
d)Web to Case

56. universal containers added a channel to the service cloud deployment.UC wants the functionality to include the ability to log the case thread and store attchments to the case record.

Which channel should a consultant recommend to meet these requirements?

a) Social Customer Service
b) Chat
c) Web-to-Case
d) Email-to-Case

57. Universal Containers wants to ensure the contracted service level requirements for its clients are being met.

What should be configured to meet this requirement?
A. Entitlement processes, milestones, milestone actions, and entitlements
B. Entitlement processes, contracts, contract line Items, and entitlements
C. Entitlement processes, contract line items, milestones, and entitlements
D. Entitlement processes, contracts, milestones, and milestone actions

58. vp of service at universal containers wants to make it easier and faster for support reps to send knowldge articles to customers.What should a consultant configure to satisy this request ?

a) Create a macro to send an email with the article to customer
b) create an auto response rule to send the article to teh customer
c) create a workflow email alert to send the artilce to the customer
d) create a lightning email template to sned artilce to customer 59.

Universal containers would like for articles to be suggested to agents based on information they are typing into the case. What solution should a consultant recommends?

A. Create a salesforce console for service and enable the knowledge sidebar on the case page layout.

B. Enable the knowledge sidebar setting in the case support settings.

C. Create a visualforce page called knowledge sidebar on the case page layout.

D. Enable the knowledge sidebar related list on the case page layout.

60. vp of sales at universal containers wants to reduce call center staffing.One of the intiatives is to delect customers interaction with a support agent while still providing relevant answers to the customer

How can a consultant automate the use of suggested articles to accomplish the goals?

vp of sales at universal containers wants to reduce call center staffing.One of the intiatives is to delect customers interaction with a support agent while still providing relevant answers to the customer

How can a consultant automate the use of suggested articles to accomplish the goals?

a)Email to case inquiry

b) Web to case question
c) On demand email to case
d) While holding for a support agent

********** **********

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.

SalesForce Keeda

Showing results for ***knowledge*** base dashboard purpose in salesforce Search instead for knowedge base dashboard purpose in salesforce

Search Results
Featured snippet from the web
The package contains reports that help you analyze various usage metrics for your **Salesforce Knowledge** articles, such as which articles are most popular according to views and ratings, how many articles have been created, updated, or published recently and by which user, how frequently the **knowledge base** is being

2. The Universal Containers sales team has been so successful in signing new customers that the support team is unable to provide same-day customer assistance.

What should a consultant recommend to address this problem?

A . Limit Customers to 5 Cases per day.
B . Provide a self-help Customer Community.
C . Add more support phone lines.
D . Ask sales reps to respond to support Cases.

3. A manager would like information on the knowledge base searches conducted by customers and call center agents. Which two metrics are useful for identifying knowledge article effectiveness?

Choose 2 answers

- [ ] A Knowledge search query with noresults.
- [ ] B Knowledge articles with the lowestrating.
- [ ] C Number of knowledge articles in each data category.
- [ ] D Knowledge articles created by call center agents.

4. When Service Reps view a Case, they often need to see the Case History of other Cases for that same Account. How should a Consultant configure the Lighting Service Console to support this requirement?

- ( ) A Account tabs and Casestab
- ( ) B Case tabs with Accountsubtabs
- ( ) C Account tab with Cases related list
- ( ) D Account tabs with CaseSubtabs

5. 8 Universal Container's agent's need to be more productive when cases. Agent want to send email to customers prior to violating an SLA based on three different SLA levels using macros. What two solutions can a consultant suggest to meet the agent's requirements?
Choose 2 answers

A. Create a formula to build the macro logic around

B. Add conditional logic to the instructions

C. Add a formula block to the macro

D. Add multiple ELSE IF blocks after the IF block

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

A. Apex code must be used to update fields in the database.

B. Elements can be used to pass data to legacy systems.

C. Apex code must be used to pass data to legacy systems.

D. Only one version of a flow can be activated at a time.

E. Elements can be used to update fields in the database.

7. Service Console users work on dozen of cases at one time, and often need to update a case they worked on earlier in the day. What configuration should a consultant recommend?

A. Keep all open in tabs.

B. Use a second Console session.

C. Define a custom List View.

D. Add History to the Utility bar.

8. How can a Contact Center Manager see which Service Representatives have not accepted new Cases recently using the Lightning Service Console? Questions & Answers PDF Page 5

A. Omni-Channel Utility Component

B. Cases report sorted by Rep and Case Owner

C. Cases report sorted by Rep and Case CreatedDate

D. Omni-Channel Supervisor tab

9. Support Managers have requested the ability to provide real-time feedback to Agents during customer chat sessions. What feature should a consultant configure to meet this requirement?

A. Push Notifications

B. Case Feed

C. Omni-channel Supervisor

D. Next Best Actions

10. Universal Containers (UC) is updating the Service Cloud console app for its call center agents. Management is concerned that deploying the new app will disrupt current operations and impact customer satisfaction. What should the consultant recommend to mitigation these concerns?

A. Deploy the configured and tested app to production, update the agent's profile to view the app and take away access to the old app.

B. Configure the new app in a sandbox. Use a change-set to push the configuration to production for testing and training.

C. Deploy the configuration from a sandbox to production during the next Salesforce version update so the system only goes down once.

D. Configure the new app m developer org and use an unmanaged package to deploy to production.

11. Universal Containers wants to display a history of all of today's changes to a case in the order that occurred on a single page view. This requirement includes comments, emails, and edit to case fields. What tool should a consultant recommend to implement this requirement?

A. Auto launch flow

B. Salesforce Console for Service

C. Visualforce custom page Questions & Answers PDF Page 6

D. Process Builder

12. universal containers has tested skills-based routing in a sandbox and is ready to deploy to production.Which tow deployment solutions should a consultant use to ensure skills bases routing is operation in production?

Choose 2 ansers

A) Change Sets

B) Mass Transfer records

c)Data Import Wizard

d)Data Loader

13. what should a consultant recommend to ensure chat request contain enough infomration for customer service representatives to effectively respond?

a.Customize the lightning console chat page b.Configure

a chat validation rule c.Customize the pre chat form

d.Configure LightningGuided Engagement

14. Which Search mechanism should be used to find Case Comments from within the Lightning Service Console?

A. Comment Search Component B. Comments List View

C. Global Search

D. Search Utility Component

15. 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.** Case Escalation ○ **B.** Entitlements and Milestones ○ **C.** Salesforce Console ○ **D.** Case Assignment

16. A company would like to implement a solution that would hold service reps accountable to customer Service Level Agreements. Which two steps should be completed to meet this request? Choose 2 answers

☐ **C.** Configure Service Contracts. ☐ **B.** Create an Entitlement Process.
☐ **D.** Set up Milestones. ☐ **A.** Enable Work Orders.

17. universal containers wants to schedule technicians for repair services when an agent is unable o solve customer problem via call center

a.Omni channel
b.Contact Requests
c.field service d.Mobile connect

18. A Service Representative transfers a Live Agent Chat to another Representative. Which two things will happen? Choose 2 answers

A. Both Service Reps can chat with the Customer.
B. The Customer does not know they were transferred.
C. The Chat Transcript and Case are transferred.
D. The Customer is shown the new Representative's Name

19. UC has created permission sets granting access to object and fields in one of its sandboxes. How shud consultant deploy this permission set to prod ?

a. Change set

b.Manually re create the Permission sets c.Create an Unmanaged package d.Publish a Managed package

20. Universal Containers wants to implement Knowledge to assist agents with the resolution of cases. What should a consultant recommend to meet this requirement? (Choose 3 Answers)

A. Create an email template to send articles as PDF attachments

B. Enable suggested articles on new cases

C. Enable article submission during case close

D. Enable article customization for open cases

E. Enable agents to create their own personal articles

21. 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?

A. Assign teams in each major contact center to design a solution unique to its needs and have an analyst build a combined report.
B. Recommend utilizing out-of-the-box functionality to reduce cost and ensure one worldwide process and reporting.
C. Assign a global team of experienced agents and leaders to create a common design template and report structure.
D. Recommend that the VP of Worldwide Support design a global template to provide a clear vision and tandardization.

22. Universal Containers is using the Lightning Service Console for managing cases and wants to add a softphone to enable click-to-call capability. Which three configurations are needed for the softphone to work in Salesforce? Choose 3 answers Options:

A. Install an adapter from AppExdiange to work with third-party CTI systems.

B. Enable Live Agent in their community to chat with an agent.

C. Assign the correct Salesforce users to the Call Center.

D. Create a softphone layout and assign to user profiles.

E. Assign the Salesforce CTI license to Salesforce users

23. Universal Containers has defined a set of steps that each Case must go through, from submission to closure. In addition, each step must be completed within a specific amount of time.What approach should a consultant recommend to meet these requirements?

A. Configure Case Escalation Rules.
B. Define Entitlement and Milestones.
C. Use Process Builder with Scheduled Actions
D. Enable Omni-Channel Routing

24. Universal Containers has an active presence on Twitter and Facebook. Customers' requests from these social media channels should be responded to by support agents.

What should a consultant recommend to meet this requirement? A . Social Persona tor Twitter and Facebook.
B . Social Media Marketing message tagging.
C . Social Customer Service for Twitter and Facebook. D . Einstein Bot social queues.

25. Universal Container's agent's need to be more productive when cases. Agent want to send email to customers prior to violating an SLA based on three different SLA levels using macros. What two solutions can a consultant suggest to meet the agent's requirements? Choose 2 answers

A. Create a formula to build the macro logic around

B. Add conditional logic to the instructions

C. Add a formula block to the macro

D. Add multiple ELSE IF blocks after the IF block

26. Universal Containers plans to migrate its existing knowledge base into Salesforce Knowledge.

Which three statements must be considered?
Choose 3 answers C, E, F
A. One .csv import file is uploaded for all article types.
B. A separate .csv import file is uploaded for each article type.
C. Attachments and .html files must be referenced in a corresponding .zip
D. A separate .csv import file is uploaded for each data category.
E. Each article must be associated to an article type
F.Article Number changes during migration.

27. 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?
A. Enable Omni-Channel Case assignment
B. Define separate Record Types for Tier 1 and Tier 2
C. Implement Lightning Guided Engagement
D. Configure a Visual Flow Troubleshooting Action

28.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

29. As part of a new salesforce knowledge implementation, Universal Containers would like to migrate articles from their current database.

Which factor should a consultant consider as part of the migration strategy?
A. Convert any articles containing HTML into plain text before importing because HTML is NOT supported to any article field types.
B. Ensure that each existing article type has a corresponding knowledge article type that matches its structure and content.
C. Verify that each article type has field level security on all fields set to read only prior to import, in order to prevent any loss of data.
D. Prepare a single .csv file that can be used to migrate all article types at once and include with a. properties file in a.zip for import.

30. 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

31. Universal Containers (UC) wants to implement Service Cloud using Agile methodology. How should the consultant recommend delivering a successful implementation?
A. Schedule a meeting with the UC executives at the start of the project to generate all the requirements.
B. Generate continuous feedback from the project team, and adjust the requirements and deliverables accordingly.
C. set a cutoff date of 1.5 months before user acceptance testing for any change requests.
D. Deliver the entire project simultaneously so as to present UC with a completed solution.

32. Universal Containers is considering a Knowledge-Centered Support (KCS) implementation. Which three benefits can be expected from KCS adoption? Choose 3 answers
A. Optimized use of resources
B. Increased call deflection
C. Increased call routing accuracy
D. Reduced support channels
E. Reduced issue resolution time

33. Universal Containers wants to ensure the contracted service level requirements for its clients are being met.

What should be configured to meet this requirement?
A . Entitlement processes, milestones, milestone actions, and entitlements B . Entitlement processes, contracts, contract line Items, and entitlements C . Entitlement processes, contract line items, milestones, and entitlements D . Entitlement processes, contracts, milestones, and milestone actions

34. The Universal Containers contact center offers support through phone, email, public website, and a Community. The contact center manger 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
A. Average call handle time by team.
B. Number of cases created using Communities.
C. Number of IVR inquiries without agent involvement.
D. Number of cases closed by a self-service user.

35. Universal Container's customers like speaking to a live support agent on complex product issues. This causes a heavy amount of phone calls and customers complain about the hold time. What functionality should the consultant recommend implementing to resolve this issue?

A. Open CT1

B. Embedded Chat Window

C. Social Customer Service
D. Contact Requests

36. Universal Containers recently implement Service Cloud. The Support Manager notices that cases are being distributed unevenly across theteam.

What should the consultant recommend to address this problem?

Configure Omni-Channel Routing Model as Most Available

- Configure Case Assignment Rules to use Queues.
- Configure Case Assignment Rules to use Users.
- Configure Omni-Channel Routing Model as Least Active.

If you select Least Active, then Omni-Channel routes incoming work items to the agent with the least amount of open work. If you select Most Available, then Omni-Channel routes incoming work items to the agent with the greatest difference between work item capacity and open work items.

37.

The Vice President (VP) of Customer Support for Universal Containers has issued a mission statement that "We will empower our customers to interact with us in the way of their choosing." Universal Containers has recently deployed a new toll-free interactive voice response (IVR) system and knowledgebase. The VP has asked the management team to make additional system enhancements to fulfill this mission statement .

Which three should the consultant recommend to achieve the mission statement? Choose 3 answers
A . Replace the existing "Chat Now" button on the Customer Community with a toll- free phone number.
B . Create a central "Contact Us" page which provides access to all available channels.
C . Enforce that customers must search the knowledgebase before they can

see the Contact Us page.
D . Optimize the customer community for mobile devices to have access to the same support as desktops.
E . Enable customers to be emailed FAQs by accessing the interactive voice response 24 hours per day.

38. 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.

39. UniversalContainersrunsasupport operationwithmultiplecall centers.The SupportManager wantsto measurefirst-callresolutionbycall center location,agent,andcalendarmonth. Which reporting solution should the Consultant recommend?

A. Create a list view report thatincludes fields for call center location, agent, calendar month, and first-call resolution.

B. Create a reporting snapshot that includes fields for call center location, agent, calendar month, and first-callresolution.

C. Createajoined report that includesfieldsfor callcenterlocation,agent,calendarmonth,and first- call resolution.

D. Createa matrix report that includesfieldsforcallcenter location,agent,calendarmonth,and first- call resolution.

40. universal containers requires a scheduling solution that will allow managers to coordinate service managers across territories

a. Field service lightning

b.Lightning Console

C.Salesforce Mobile App

d.Employee Community

41. After migration from Knowledge to Lightning Knowledge , Authors are unble to cretae FAQ article type , but can succefull create Install Notes article type.Support Mngers have confirmed that articles of type FAQ exist in production.

How shoud a consultant correct this problem?

a) Grant Authors acess to FAQ artcle type

b)Set Article Or Wide to Public Read Write

c) Add Authors to the FAQ data category D)Grant authors

access to the FAQ records type

42. 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?

A. Develop and publish a knowledge management system
B. Integrate with an enterprise resource planning system

43. A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system.
Which two metrics can be used to assess the success of the new workforce management system?
Choose 2 answers

A. Quality monitoring score

B. Agent utilization

C. Number of calls offered
D. Schedule adherence

44. Universal Containers wants to notify Support Managers when a new case has been untouched for more than two business days.

Which approach should a consultant implement? A . Define
Case Auto-Response Rules.
B . Establish Case Assignment Rules.
C . Create a Process Builder with Scheduled Actions. D .
Configure Case Escalation Rules.

45. Universal Containers wants to be able to assign cases based on the same criteria they use for chat .

Which feature should a consultant recommend? A . Chat
Queue-based routing
B . Case Skills-based Assignment Rules
C . Omni-channel Queue-based routing
D . Omni-channel Skills-based routing

46. Universal Containers (UC) hired in an expansion of the contact center. Getting agents up to speed and fully productive is a priority UC implemented a standardize

agent-customer dialog to assist agents.

Which two features should a consultant integrate into the Service Console? Choose 2 answers
A . Lightning Process Builder B .
Interaction Log
C . Lightning Flow for Service D .
Path for Cases

47. 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 should a consultant recommend?

a) Email-to-Case

b) Web-to-Case

C) An AppExchange package d)On-

Demand Email-to-Case

48. 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
A. All Cases closed Month -to -date
B. All open Cases by Channel
C. Case resolution time
D. All Cases by Customer
E. All open Cases by Priority4

49. Universal Containers is trying to reduce the amount of time support agents spend creating cases. The new method for 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?

Standard Email -to -Case

A. On -Demand Email -to -Case
B. Omni -Channel routi ng
C. Web -to -Case forms
D. Apex email services

50. Universal containers would like for article links to be shareable to different channels for social interactions.

What solution should a consultant recommend?

A. Set up communication channel layouts in the object manager to use Insert Article into Social post.

b. Set up Insert Article into Social post and enable the customer community portal

c. Create a chatter group and invite the customer to join with an external chatter user

d. Create a VF page on the customer community portal

51. universal containers is preparing to implement service cloud for its global support team. Requirements gathering sessions have resulted in a large scale of required deliverables.

What should a consultant recommend as the next step? Organize the

requiremments from largest to smallest. Priortize the requiremnets based

on who submitted them. provide a timeline that addresses all the

requirements. identify the requirements needed for intial GoLive

52. Universal Containers has four internal divisions that use Salesforce Knowledge. Compliance requirements mandate that each division should only have access to its own articles when performing a search. Which solution should a consultant recommend to meet this requirement?

A. Create a single data category group for each division and provide access using the role hierarchy.

B. Create a sharing rule for each division to provide access using the role hierarchy.

C. Create a sharing rule for each division to provide access based on criteria of the article.

D. Create separate data category groups for each division and assign the category to a division profile.

53. Universal Container is looking for ways to provide more proactive support and to promote its brand on the internet with minimal investment.
A consultant recommends installing the Social Customer Start pack.

Which two features should the conultant recommend as part of the deployment?

Choose 2 answers

a) Slect two Twitter or Facebook accounts
b) Create and assign permission sets to give agents social account access
c) Retrieve Social Studio credentials
d) Enable the Moderation feature to automatically create cases from posts.

54. Universal Container wants to let its customers intercat real time with support agents from their computers and mobile devices.

What feature should a consultant recommend to meet this requirement?

a)Web-to-Case b)Emebedded Chat Service c)Customer Community
d)Case Assignment Rules

55. Universal conatiners has determined that case list views are slow to load because of the large number of cases in the system. Which two actions will improve the performance of the list views? Choose 2 answers

A. Filter the views by case owner.
B. Restrict visibility of the views.
C. Reduce the number of fields displayed.
D. Remove filter criteria from the views.

56. 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?

- Omni-Channel
- **Entitlements**
- Case Escalation
- Case Milestones

57. 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 Web-to-Case with assignment rules

B. Lightning Email with web routing prioritization

C. Omni-Channel with prioritized queues
D. Standard Email-to-Case with assignment rules

58. Universal Containers wants to allow customers the ability to submit cases and also to see a dashboard of case resolution history.

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

a) Customer Community Plus
b) Customer Community
c) High Volume Customer Portal
d) Lightning External Apps Starter

59. Universal Containers support management team has noticed an increase in wait times over the last several months when customers call in for support. Which two recommendations should a consultant suggest to help decrease customer wait times?

Choose 2 answers:
A. Set up analytical snapshots to capture key case information and create historical trending reports
B. Set up a Salesforce Customer Community that will allow customers to create cases online

C. Create reports to analyze call data in order to understand peak times and ensure adequate staffing
D. Create case escalation rules to route high priority cases directly to supervisors for resolution

60. Which two capabilities of Lightning Knowledge ensure accurate content in Articles? Choose 2
answers
A. Approval Process that assigns an Article to a Reviewer Queue.
B. Knowledge Action to Publish an Article once the Article is approved.
C. Validation Rules for article record types to verify all fields during creation.

D. Data Category to assign an article record type to a Reviewer.

61. **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.

a) Change set and Visual Studio code

b) Mass Transfer records , change sets, and Visual Studio Code

c) Visual Workflow , data loader , and Force.com IDE

d) Data loader, change sets, and Force.com Excel Connector

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