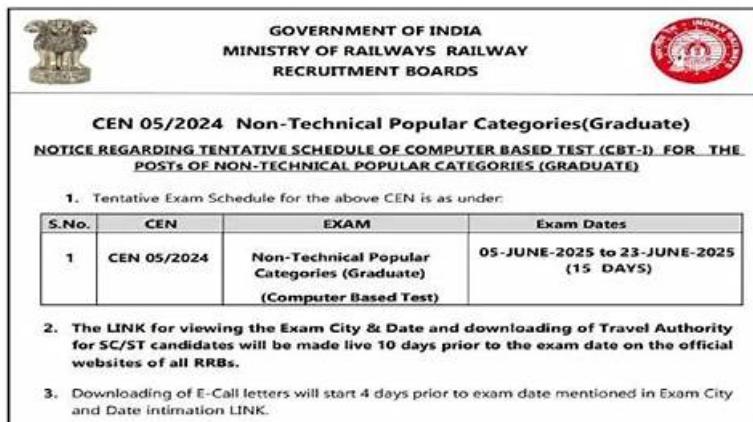


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Salesforce Certified Service Cloud Consultant Sample Questions (Q17-Q22):

NEW QUESTION # 17

Universal Containers is getting ready to start User Acceptance Testing (UAT) for its customer service transformation project. The consultant has been asked where the testing should occur. The business users and stakeholders need an environment that can support 60 days of UAT and includes representative data from production.

Which environment type should the consultant recommend?

- A. Full copy sandbox
- B. Developer Pro Sandbox
- C. Partial Copy Sandbox

Answer: A

Explanation:

A Full Copy Sandbox is a complete replica of a production environment, containing both metadata and all data records. It is the most appropriate environment for conducting extended User Acceptance Testing (UAT), especially when real-world data and scenarios need to be validated over an extended period like 60 days.

This sandbox type supports thorough testing of configurations, integrations, and customizations under conditions that mirror live operations. Business users benefit from working with a familiar data set, reducing surprises during go-live. It is superior to Developer or Partial Copy Sandboxes for full-system validation.

NEW QUESTION # 18

Cloud Kicks wants to create a secure, branded mobile app that its Experience Cloud customers can use to create and track cases, see upcoming product announcements, and interact with other customers who have common interests.

Which mobile development option should the consultant recommend?

- A. Explain that community users can access the site through a web browser.
- B. Create two custom mobile apps, one for Apple and the other for Android.
- C. Use Salesforce Mobile Publisher to create a common app for both Apple and Android.

Answer: C

Explanation:

For creating a secure, branded mobile app for Experience Cloud customers, utilizing Salesforce Mobile Publisher is recommended. This tool allows for the creation of a unified mobile app compatible with both Apple and Android devices, providing a seamless experience for customers to engage with the brand, track cases, and interact with the community.

NEW QUESTION # 19

Cloud Kicks provides support to customers across the world and uses Lightning Experience. Service agents have a set of common responses.

Managers would like to consolidate the responses as quick text, translate them to multiple languages, and share them with the correct groups of service agents.

What should a consultant recommend to meet the requirements?

- A. Share a folder with quick text for each translation.
- B. Use custom labels to manage quick text translations.
- C. Share each quick text individually to Public Groups.

Answer: A

Explanation:

Sharing a folder containing quick text translations for each language with the appropriate groups of service agents ensures that agents have access to common responses in the necessary languages. This approach facilitates efficient communication with customers worldwide and streamlines the management of translated quick texts.

NEW QUESTION # 20

Universal Containers wants to add functionality to its Service Cloud implementation so customers are able to add digital files to case records.

Which functionality should a consultant recommend to meet these requirements?

- A. Slack Connect
- B. Web-to-Case
- C. Email-to-Case

Answer: B

Explanation:

To add functionality allowing customers to attach digital files to case records, Web-to-Case is recommended. This feature enables customers to submit cases through a web form, including the capability to attach files, facilitating the collection of additional information that can assist in case resolution.

NEW QUESTION # 21

Universal Containers wants to ensure the contracted service level requirements for its customers are being met. What should a consultant configure 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, milestone, and entitlements

Answer: A

Explanation:

To ensure that contracted service level requirements are met, Salesforce provides a structured approach through Entitlement Management. This framework allows organizations to define, enforce, and monitor service levels for customer support.

Key Components:

Entitlements: These represent the specific support terms agreed upon with customers, such as response times or support availability.

Entitlement Processes: These are timelines that outline the steps (milestones) your support team must complete to resolve cases or work orders.

Milestones: These are time-dependent steps within an entitlement process that represent service levels to be provided. Examples include First Response Time and Resolution Time.

Milestone Actions: These are automated actions triggered at specific points in a milestone, such as sending email alerts when a milestone is approaching violation or has been violated.

By configuring these components, Universal Containers can effectively monitor and ensure compliance with their service level agreements, providing timely and efficient support to their customers.

NEW QUESTION # 22

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