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Exam : Service Cloud Consultant

Title : Salesforce Certified Service cloud consultant

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1 / 5

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Salesforce Certified Service cloud consultant Sample Questions (Q71-Q76):

NEW QUESTION # 71

Cloud Kicks is changing its case management system to Salesforce. All active accounts, contacts, and closed cases for the past 5 years need to be migrated to Salesforce for go-live.

Which approach should a consultant use for data migration?

- A. Prepare, Plan, Test, Validate, Execute
- **B. Plan, Prepare, Test, Execute, Validate**
- C. Plan, Prepare, Execute, Test, Validate

Answer: B

Explanation:

The recommended approach for data migration, especially for critical business operations like case management, involves a series of well-defined steps. Planning involves outlining the migration strategy and identifying the data to be migrated. Preparation includes cleaning and preparing the data for migration. Testing ensures that the migration processes work as intended in a controlled environment. Execution is the actual migration of data to Salesforce. Validation involves checking the migrated data in Salesforce to ensure accuracy and integrity, ensuring a smooth transition to the new system.

NEW QUESTION # 72

Universal Containers plans to migrate data into SFDC from a legacy system. Which step should be taken before performing the migration of the data (Choose 2)?

- **A. Develop data map**
- B. Normalize database
- **C. Perform data cleaning**
- D. Enable data validation rules

Answer: A,C

NEW QUESTION # 73

universal containers receives 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. Install data quality analysis dashboards from the appexchange**
- **B. Standardize all rows to match salesforce data types**
- C. Import records and cretae a a workflow rule to change the data type
- D. Import the records and use duplicate management
- **E. Deduplicate the data before importing into SF**

Answer: A,B,E

Explanation:

Explanation

These are three best practices that should be used when importing partner data in Excel format into existing Salesforce Date, Number, and Text fields. Deduplicating the data before importing into Salesforce will prevent creating duplicate records and violating unique constraints. Installing the Data Quality Analysis Dashboards from the AppExchange will help monitor and improve the quality of the imported data. Standardizing all rows to match Salesforce data types will ensure that the data is compatible and consistent with the Salesforce fields.

Verified References: : <https://help.salesforce.com/s/articleView?id=sf.importing.htm&type=5> :

https://help.salesforce.com/s/articleView?id=sf.data_quality_dashboard.htm&type=5

NEW QUESTION # 74

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.

- A. Communities
- B. Salesforce Chat
- C. Mass email
- D. Public groups

Answer: A,B

NEW QUESTION # 75

Universal Containers need to determine whether the work orders and customer contacts should be stored as child cases or on a related custom object.

Which three aspects should the consultant consider to meet the requirements?

Choose 3 answers

- A. Visibility and access to the work order records
- B. Total number of account and contact records in the database
- C. Account team relationship to the primary contact
- D. Case closure rules on the original case
- E. Work order and customer contact escalation requirements

Answer: A,D,E

NEW QUESTION # 76

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