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Salesforce Certified Service cloud consultant Sample Questions (Q195-Q200):

NEW QUESTION # 195
Universal Containers knows it will be adding new Cases at a rate of 4-6 million per year and wants to maintain performance over time. Which two recommended techniques should be utilized? Choose 2 answers

- A. Ask contact center managers to review data each quarter to possibly delete.
- B. Write an Apex trigger that deletes one case each time a new case is created.
- C. Create a data retention plan that archives or purges Cases at regular intervals.
- D. Optimize queries to reduce the scope of Cases included with each search.

Answer: C,D

NEW QUESTION # 196
Universal Containers has recently implemented a new CTI system, Knowledge base, and Einstein Chatbots to interact with customers. The VP of support and services has asked for additional system improvements to facilitate customer self-service. What should the consultant recommend?

- A. Create an Experience Cloud site for customers.
- B. Have customers search the Knowledge base for solutions.
- C. Provide a toll-free customer support phone number.

Answer: A

Explanation:
An Experience Cloud site can serve as a self-service customer portal, providing access to a knowledge base, support resources, and community forums where customers can find answers, log cases, and interact with each other and the organization. This solution aligns with the goal of facilitating customer self-service and complements the existing CTI system, Knowledge base, and Einstein Chatbots.

NEW QUESTION # 197
After migrating from Knowledge to Lightning Knowledge, Authors are unable to create FAQ article type, but can successfully create Install Notes articles type. Support Managers have confirmed that articles of types FAQ exist in Production.
How should a consultant correct this problem

- A. Grant Authors access to the FAQ article type.
- B. Add Authors to the FaQ Data Category.
- C. Grant Authors access to the FaQ record type
- D. Set article Org Wide Default to Public ReadWrite.

Answer: C

Explanation:
Explanation
After migrating from Knowledge to Lightning Knowledge, Authors need to have access to the record types associated with the article types they want to create. Granting Authors access to the FAQ record type will allow them to create FAQ articles in Lightning Knowledge. Verified References: :
https://help.salesforce.com/s/articleView?id=sf.knowledge_lightning_migration.htm&type=5 :
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NEW QUESTION # 198
Universal Containers' support team requires its customers to submit their support inquiries via free form email
(Outlook, Gmail, Yahoo, etc). Additional requirements are listed below:
* Support attachments up to 30 MB per inquiry
* Over 10,000 inquiries per day
What solution should a consultant recommend to meet these requirements?

- A. On-Demand Email-to-Case
- B. Emall-to-Case
- C. Customer Chatter groups
- D. Web-to-Case

Answer: B

NEW QUESTION # 199

Universal Containers is 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. Post the Files to the Chatter Feed on each Article.
- D. Use the Files Related List on each article to add files to your articles.

Answer: B

NEW QUESTION # 200

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