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## Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q109-Q114):

### NEW QUESTION # 109

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.

Which solution will meet these requirements?

- A. Use Process Builder for notifications and case teams to monitor cases.
- B. Use escalation rules for notifications and case teams to monitor cases.
- C. Use escalation rules for notifications and account teams to monitor cases.
- D. Use Process Builder for notifications and account teams to monitor cases.

**Answer: A**

Explanation:

#### Explanation

This solution will meet the requirements, as Process Builder can be used to create workflows that send notifications to the product development team based on case criteria, such as priority and product type. Case teams can be used to help agents collaborate with other teams, such as product development, by granting them access to the case and displaying them in a related list on the case detail page. Verified References: Set Up Case Teams and Process Builder Overview

#### NEW QUESTION # 110

Universal Containers' leadership wants to reduce the level of effort required to get the right people involved to resolve service issues more quickly.

What should the consultant recommend to distribute cases?

- A. Predefine case teams and use assignment rules.
- B. Configure Web-to-Case and use assignment rules,
- C. **Create queues with support agents and use assignment rules.**

#### Answer: C

#### Explanation:

To efficiently distribute cases and get the right people involved for quicker resolution, creating queues that group support agents by expertise or function and utilizing assignment rules to automatically route cases to the appropriate queues is recommended. This approach streamlines case distribution, ensuring cases are handled by agents best equipped to resolve them promptly.

#### NEW QUESTION # 111

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

#### Answer: A

#### Explanation:

#### Explanation

Standard Web-to-Case with assignment rules is a solution that can accomplish the requirement of allowing customers to log cases with structured data and route based on Urgency and Product Line. Web-to-Case enables customers to submit cases from a company's website using a web form that captures case information and creates a case record in Salesforce. Assignment rules can be used to automatically assign cases to queues or users based on criteria such as Urgency and Product Line. Verified References: : [https://help.salesforce.com/s/articleView?id=sf.knowledge\\_web\\_to\\_case\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.knowledge_web_to_case_overview.htm&type=5) : [https://help.salesforce.com/s/articleView?id=sf.customize\\_caseassign.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_caseassign.htm&type=5)

#### NEW QUESTION # 112

Universal Containers (UC) wants to allow customers to submit cases through its corporate website. UC wants to avoid a large volume of invalid cases.

Which tool should the consultant use to meet the requirements?

- A. On-Demand Email-to-Case
- B. AppExchange Package
- C. **Web-to-Case**

#### Answer: C

#### Explanation:

#### Comprehensive and Detailed Explanation:

Web-to-Case is a Salesforce feature that enables organizations to gather customer support requests directly from their company's website and automatically generate new cases. To minimize invalid case submissions, Web-to-Case forms can include validation

rules and reCAPTCHA verification.

From Salesforce Help:

"Gather customer support requests directly from your company's website and automatically generate new cases with Web-to-Case."

- Turn On and Customize Web-to-Case

Implementing Web-to-Case with appropriate validation measures ensures that only valid and complete cases are submitted, enhancing the efficiency of the support process.

### NEW QUESTION # 113

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 Support Requests
- B. Net promoter Score
- C. Customer Purchase History
- D. Service Level Agreement
- E. customer satisfaction Survey

**Answer: B,D,E**

Explanation:

Explanation

Customer satisfaction survey, Net promoter score, and Service level agreement are measures that can be used to specifically measure customer loyalty. Customer satisfaction survey is a method of collecting feedback from customers about their satisfaction with a product, service, or experience. Customer satisfaction survey can help measure customer loyalty by indicating how happy customers are with the company and how likely they are to continue doing business with them. Net promoter score is a metric that measures the willingness of customers to recommend a company's products or services to others. Net promoter score can help measure customer loyalty by indicating how loyal customers are to the company and how likely they are to refer new customers to them. Service level agreement is a contract that defines the level of service that a customer expects from a provider, such as response time, resolution time, availability, or quality. Service level agreement can help measure customer loyalty by indicating how well the company meets the customer's expectations and how satisfied the customer is with the service. Verified References: Service Cloud Consultant Certification Guide

& Tips, Measure Customer Satisfaction, Net Promoter Score Overview, Set Up and Manage Entitlements and Milestones

### NEW QUESTION # 114

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