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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q126-Q131):

NEW QUESTION # 126

A case has not been closed even after 30 days, but those cases can be closed in 7 days. What should the consultant do to overcome this? choose 2 options

- A. Supervisors to investigate those cases
- B. Use auto response rule to send an email
- C. Identify those cases and assign to the closure team
- D. Use escalation rule to send an email

Answer: A,C

NEW QUESTION # 127

What is a common deflection technique to reduce the number of interactions for a contact center? Choose 2 answers.

- A. Recommend articles prior to a Live Agent session
- B. Suggest articles for an email-to-case question
- C. Recommend articles during a call for a support agent
- D. Suggest articles for a web-to-case question

Answer: A,D

NEW QUESTION # 128

Universal Containers wants to provide a more consistent service experience to its customers and is evaluating using macros. Which prerequisite should the consultant consider?

- A. All users have permission to create macros.
- B. The Lightning page contains the Run Macros action.
- C. Publisher actions are on the page layout.

Answer: B

Explanation:

When evaluating the use of macros to provide a consistent service experience, ensuring that the Lightning page layout includes the Run Macros action is a prerequisite. This enables agents to easily execute macros directly from the case record, streamlining repetitive tasks and enhancing service efficiency.

NEW QUESTION # 129

Universal Containers wants to assign support agents to handle only specific interaction channels based on one of the following channel groupings a) Phone b) Phone and email c) Social media (facebook and twitter). What should a consultant recommend to accomplish this?

- A. Create an agent profile for each channel grouping.
- B. Create an agent role for each channel grouping.
- C. Create a service cloud console to support all channel groupings.
- D. Create a unique case page layout for each channel grouping.

Answer: D

NEW QUESTION # 130

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

Which approach should be used for the data migration?

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

Answer: C

Explanation:

The steps are as follows:

* Prepare: Identify the data sources, formats, volumes, and quality. Define the data mapping and transformation rules. Cleanse and deduplicate the data.

* Plan: Define the migration strategy, scope, timeline, resources, and tools. Establish the security and backup procedures. Document the migration plan and get approval from stakeholders.

* Test: Perform a trial run of the migration using a subset of data in a sandbox environment. Verify the data quality, integrity, and

performance. Identify and resolve any issues or errors.

* Execute: Perform the actual migration using the full data set in the production environment. Follow the migration plan and monitor the progress. Log any issues or errors and resolve them as soon as possible.

* Validate: Review the migrated data and compare it with the source data. Check for any discrepancies, duplicates, or missing values. Confirm that the data meets the business requirements and expectations.

Verified References: [Data Migration Strategy in Salesforce]

NEW QUESTION # 131

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