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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q167-Q172):

NEW QUESTION # 167

Ursa Major Solar sells industrial equipment and provide support through voice channels as well mobile technicians.

When incident occur, high-priority customer have a dedicated phone number to call. Technicians must then be rerouted from the next scheduled work location to the high-priority customer site.

What is the recommended solution?

- **A. Field Service**
- B. Incident Management
- C. Workforce Engagement
- D. Visual Remote Assistant

Answer: A

Explanation:

Field Service is the recommended solution for Ursa Major Solar because it allows them to manage mobile workforces, optimize schedules and routes, and dispatch technicians based on skills and location. Field Service also integrates with voice channels and provides real-time visibility into service delivery1 Verified References: 1: Field Service Overview

NEW QUESTION # 168

What should a Consultant recommend to ensure Live Agent chat requests contain enough information for Reps to effectively respond?

- A. Configure a Live Chat Validation Rule.
- B. Customize the Lightning Console chat page.
- **C. Customize the Pre-chat form.**
- D. Configure Lightning Guided Engagement.

Answer: C

Explanation:

Customizing the Pre-chat form is the recommended approach to ensure that Live Agent chat requests contain enough information for reps to effectively respond. A Pre-chat form is a form that customers fill out before starting a chat session with an agent. The form can collect information such as the customer's name, email address, phone number, reason for chat, or any other custom fields. The information from the Pre-chat form can be used to create or update records in Salesforce, such as contacts, cases, or leads. The information can also be displayed to the agent in the Service Console, so they can have more context about the customer and their issue. Verified References: Service Cloud Consultant Certification Guide & Tips, Set Up Pre-Chat Forms

NEW QUESTION # 169

Universal Containers has a policy that requires all email traffic to remain within its firewall. Currently, the company has 200 support agents handling email from five different time zones on its legacy system.

When implementing Salesforce, what solution should a consultant recommend for this scenario?

- A. On-Demand Email-to-Case
- B. Web-to-Case
- **C. Email-to-Case**
- D. Salesforce for Outlook

Answer: C

NEW QUESTION # 170

Universal Containers wants to monitor customers social media reactions and opinions. Agents also want to see recent cases that customer logged.

- A. Appexchange solution
- B. Omni channel
- **C. Social Conversation component**
- D. Custom lightning component

Answer: C

Explanation:

Social Conversation component is a feature that can enable Universal Containers to monitor customers' social media reactions and opinions, as well as see recent cases that customers logged. Social Conversation component allows agents to view and reply to social posts from customers using Social Customer Service. It also shows related records, such as cases, contacts, or accounts, that are linked to the social posts. Verified References: : https://help.salesforce.com/s/articleView?id=sf.social_customer_service_overview.htm&type=5; https://help.salesforce.com/s/articleView?id=sf.social_customer_service_component.htm&type=5

NEW QUESTION # 171

Universal Containers has three internal divisions that use Salesforce Knowledge. Compliance requirements mandate that each division should only have access to its own articles when performing a search.

Which solution should a consultant recommend to meet this requirement?

- A. Create a sharing rule for each division to provide access using the role hierarchy.
- B. Create a sharing rule for each division to provide access based on the article category.
- **C. Create a single data category group for each division and provide access using the role hierarchy.**

Answer: C

Explanation:

Salesforce Knowledge uses data categories to organize articles, making it easier to manage and access relevant content. By creating a single data category group for each division and controlling access through the role hierarchy, each division will only see articles categorized under their specific group. This setup ensures compliance with the requirement that divisions access only their own articles, leveraging Salesforce's robust security and access control features.

NEW QUESTION # 172

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