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## Salesforce Certified Service cloud consultant Sample Questions (Q160-Q165):

### NEW QUESTION # 160

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. Enable data validation rules
- C. Perform data cleaning
- D. Normalize database

Answer: A,C

#### NEW QUESTION # 161

Universal Containers provides Customer Support for two separate business operations. The cases managed for each operation have different steps and fields.

Which three features could be implemented to support this? Choose 3 answers

- A. Article Types
- **B. Support Processes**
- C. Omni-Channel
- **D. Page Layouts**
- **E. Record Types**

**Answer: B,D,E**

Explanation:

Page layouts, record types, and support processes are features that can be implemented to support different case management steps and fields for two separate business operations. Page layouts control the layout and organization of fields, buttons, related lists, and other components on a record detail or edit page. Record types allow you to offer different business processes, picklist values, and page layouts to different users based on their profiles. Support processes define the picklist values for the Status field on cases for each record type.

Verified References: Service Cloud Consultant Certification Guide & Tips, Page Layouts Overview, Record Types Overview, Support Processes Overview

#### NEW QUESTION # 162

Ursa Major Solar (UMS) provides customers with remote monitoring of solar panels. When there are issues with the service, such as a power outage, UMS needs to provide service agents, operations teams, and customers with full visibility into the issue.

What is the recommended feature to meet the requirements?

- A. Workforce Engagement
- **B. Incident Management**
- C. Field Service Management

**Answer: B**

Explanation:

Incident Management in Salesforce is designed to provide visibility and coordination during service disruptions or issues. For Ursa Major Solar, this feature would allow service agents, operations teams, and customers to have a centralized view and updates on power outages or service issues, facilitating communication and resolution efforts across all stakeholders involved in the incident.

#### NEW QUESTION # 163

UC's service center needs to provide support for a new product line. The product manager would like to be notified whenever a customer reports a new defect. Which solution should a consultant recommend to meet this requirement?

(choose 1 answer)

- **A. Use a workflow rule to send an email to the product manager**
- B. Use an assignment rule to assign new cases to the product manager
- C. Use Chatter case feed and case teams to monitor cases
- D. Use an escalation rule to move cases into the product manager queue

**Answer: A**

#### NEW QUESTION # 164

Universal Containers (UC) is updating the Service Cloud console app for its call center agents. Management is concerned that deploying the new app will disrupt current operations and impact customer satisfaction.

What should the consultant recommend to mitigate these concerns?

- A. Configure the new app in a sandbox. Use a change-set to push the configuration to production for testing and training.

- B. Deploy the configured and tested app to production, update the agent's profile to view the app and take away access to the old app.
- C. Deploy the configuration from a sandbox to production during the next Salesforce version update so the system only goes down once.
- **D. Configure the new app in developer org and use an unmanaged package to deploy to production.**

**Answer: D**

## NEW QUESTION # 165

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