

Service-Cloud-Consultant Latest Test Braindumps & Valid Service-Cloud-Consultant Exam Review



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Salesforce Certified Service cloud consultant Sample Questions (Q161-Q166):

NEW QUESTION # 161

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

Answer: B,D

NEW QUESTION # 162

Universal Containers needs to improve Customer Satisfaction, Average Handle Time, and First Call Resolution KPI scores across their Customer Service, Technical Support, and Field Service Contact Centers. Which two items should a Consultant consider to improve the KPI scores? Choose 2 answers

- **A. Data Categories and Article Types**
- B. Data Categories and Article Actions
- C. Service Console Profile Assignments
- **D. Service Console Knowledge Components**

Answer: A,D

NEW QUESTION # 163

Cloud Kicks (CK) plans to deploy Service Cloud. Customers have different levels of support available. CK is unsure whether Entitlements only or Entitlements plus Service Contracts is the correct solution. Which question should be asked to determine the preferred solution?

- A. Do Service Agents need to determine whether a customer is eligible for support?
- B. Will customers access self service resources through Experience Cloud?
- C. Do multiple versions of the entitlements need to be created and maintained?
- **D. It support provided on a periodic basis and renewed annually?**

Answer: D

Explanation:

Explanation

This is the question that should be asked to determine the preferred solution, because it indicates whether CK needs to use Service Contracts or not. Service Contracts are agreements between a company and a customer that specify the duration and level of support for a product or service. If CK provides support on a periodic basis and renews it annually, then they should use Service Contracts along with Entitlements. If CK provides support based on other factors, such as number of cases or products purchased, then they can use Entitlements only. Verified References: : Service Contracts and Entitlements

NEW QUESTION # 164

The Service Manager at Universal Containers manages three teams. Each team provides support for the specific product. Agents have concerns about seeing search results for other products when searching the knowledge base. The service manager originally provided the teams with full access to the articles. Which solution will ensure each team sees only the relevant article type for their product?

- A. Create a permission set for each record type and assign them to each team based on their product specialization
- B. Create a page layout for each article type and assign them to each team based on their product specialization
- **C. Create a data category for each product and assign them to each team based on their product specialization**
- D. Create an article action for each record type and assign them to each team based on their product specialization

Answer: C

NEW QUESTION # 165

Universal Containers wants to migrate articles from its in-house database as part of a new Lightning Knowledge implementation. Which factor should a consultant consider as part of the migration strategy?

- A. Convert any articles containing HTML into plain text before importing.
- B. Use a .csv file to migrate all article types at once.
- C. Ensure that each existing article type has a matching article record type.

Answer: C

Explanation:

In Lightning Knowledge, each migrated legacy article type must map to a corresponding record type in Salesforce Knowledge. Record types define article layout, permissions, and categorization-essential for maintaining data integrity and content structure after migration.

Option A is incorrect because article data is typically migrated in stages, not all at once, to ensure mapping accuracy.

Option C is incorrect because HTML content is supported in Knowledge; converting it to plain text would remove formatting and valuable content structure.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Knowledge Management Domain.
- * Salesforce Help: "Migrate to Lightning Knowledge Using Record Types."
- * Salesforce Knowledge Implementation Guide - Article Migration Best Practices.

NEW QUESTION # 166

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