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Salesforce Certified Service cloud consultant Sample Questions (Q112-Q117):

NEW QUESTION # 112

Universal Containers is changing their case management system to salesforce. All active accounts, contacts, open cases and closed cases for the past five years must be migrated to salesforce for go-live.

Which approach should the consultant use for data migration?

- A. Prepare, plan, validate, execute, test
- B. Plan, prepare, validate, execute, test
- C. Plan, prepare, test, execute, validate.
- D. Prepare, plan, Test, execute, validate.

Answer: C

Explanation:

Explanation

Plan, prepare, test, execute, validate is the approach that the consultant should use for data migration from the legacy case management system to Salesforce. This approach follows the best practices for data migration projects, such as defining the scope, mapping the fields, cleaning the data, testing the migration process, executing the migration in batches, and validating the results.

Verified References: :

https://trailhead.salesforce.com/en/content/learn/modules/data_migration/data_migration_process :

https://trailhead.salesforce.com/en/content/learn/modules/data_migration/data_migration_best_practices

NEW QUESTION # 113

Which feature should a consultant recommend to allow a tier 2 service representative to take over case processing from tier 1 and know how far tier 1 had progressed in troubleshooting?

- **A. Path for Cases**
- B. Lightning Guided Engagement
- C. Lightning Row Component
- D. Service Console Macros

Answer: A

Explanation:

Explanation

Path for Cases is a feature that can allow a tier 2 service representative to take over case processing from tier 1 and know how far tier 1 had progressed in troubleshooting. Path for Cases is a feature that allows administrators to define the key stages and steps for resolving cases in Salesforce. Path for Cases can help agents track the progress of each case and see the guidance and tips for each stage. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.path_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.path_setup_cases.htm&type=5

NEW QUESTION # 114

Universal Containers plans to migrate its existing knowledge base into Salesforce Lightning Knowledge.

Which three statements should be considered?

Choose 3 answers

- **A. Attachments and .html files in Classic Knowledge are moved to the Files object.**
- **B. Visualforce pages refer to Classic article types.**
- C. Each article must be associated to a record type.
- **D. Article numbers change during migration.**
- E. Approval process history migrate to Lightning Knowledge.

Answer: A,B,D

Explanation:

Explanation

Attachments and .html files in Classic Knowledge are moved to the Files object, Visualforce pages refer to Classic article types, and article numbers change during migration are statements that should be considered when migrating an existing knowledge base into Salesforce Lightning Knowledge. These statements reflect some of the changes and challenges that may occur during the migration process. For example:

Attachments and .html files in Classic Knowledge are moved to the Files object because Lightning Knowledge does not support attachments on articles. Files can be related to articles using rich text fields or file fields.

Visualforce pages refer to Classic article types because Lightning Knowledge does not support Visualforce pages on articles.

Visualforce pages need to be replaced with Lightning components or other solutions.

Article numbers change during migration because Lightning Knowledge uses a different numbering system than Classic Knowledge.

Article numbers are prefixed with KA in Lightning Knowledge instead of KB in Classic Knowledge.

Verified References: Service Cloud Consultant Certification Guide & Tips, Migrate Your Salesforce Classic Knowledge Base to Lightning Knowledge

NEW QUESTION # 115

Universal Containers customers are encouraged to submit web cases when they find errors or omissions in product documentation. The information is captured on a case with the "Errata" record type. The Technical Writing Manager would like to send an email to the customer that includes details of the correction process.

What should a consultant recommend to meet this requirement?

- A. Create an Apex trigger that sends an email to the case contact when a case with the "Errata" record type is created
- B. Create an auto-response rule that sends an email to the case contact when a case with the "Errata" record type is created
- **C. Create a workflow rule and email alert action that sends an email to the case contact when a case with the "Errata" record type is created**
- D. Create an assignment rule that sends an email to the case contact when a case with the "Errata" record type is created

Answer: C

NEW QUESTION # 116

Which system would a contact center integrate with in order to provide field service agents with information needed to provide service at customer sites?

- A. Telephony
- **B. Order Fulfillment**
- C. Marketing
- D. Enterprise Resource Planning (ERP)

Answer: B

NEW QUESTION # 117

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