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Certification Path

Salesforce Administrator Certification can act as a prerequisite for this exam.

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Salesforce Certified Service cloud consultant Sample Questions (Q184-Q189):

NEW QUESTION # 184

Universal Containers is using the Lightning Service Console for managing cases and wants to add a softphone to enable click-to-call capability.

Which three configurations are needed for the softphone to work in Salesforce? Choose 3 answers

- A. Assign the correct Salesforce users to the Call Center.
- B. Assign the Salesforce CTI license to Salesforce users.
- C. Create a softphone layout and assign to user profiles.
- D. Enable Live Agent in their community to chat with an agent.
- E. Install an adapter from AppExdange to work with third-party CTI systems.

Answer: A,C,E

Explanation:

Explanation

Installing an adapter from AppExchange to work with third-party CTI systems, assigning the correct Salesforce users to the Call Center, and creating a softphone layout and assigning to user profiles are configurations that are needed for the softphone to work in Salesforce. A softphone is a customizable call-control tool that appears in the footer of the Service Console and allows agents to make and receive phone calls from within Salesforce. A softphone requires an adapter to connect with a third-party CTI (Computer Telephony Integration) system that handles the telephony functions, such as dialing, transferring, or conferencing. An adapter can be installed from AppExchange or developed using the Open CTI API. A Call Center is a record that defines the settings and behavior of the softphone, such as the adapter URL, the search preferences, or the call results. A Call Center must be created and assigned to the Salesforce users who need to use the softphone. A softphone layout is a layout that defines the fields and buttons that appear on the softphone for different call scenarios, such as inbound, outbound, or internal calls. A softphone layout must be created and assigned to the user profiles who need to use the softphone. Verified References: Service Cloud Consultant Certification Guide & Tips, Set Up Softphones in Salesforce Classic

NEW QUESTION # 185

Which statement is true regarding the Salesforce CTI adapter? Choose 3 answers

- A. It does NOT require a software install for each call center user on a Windows-based PC.
- B. It is based on the Salesforce CTI Toolkit and consists of source code, libraries, and files
- C. Prebuilt CTI adapters for different telephony systems are available on the Force.com AppExchange
- D. It is a server-based software program that controls the appearance and behavior of a Salesforce SoftPhone
- E. It acts as an intermediary between telephony systems, the salesforce Call Center application, and Salesforce user interface

Answer: B,C,E

NEW QUESTION # 186

Universal containers is migrating from a legacy system to the service cloud. The company currently tracks entitlements as agreements in its legacy system. The legacy system will be archived and unavailable after go-live. Agents will need easy access to case information for the last one year.

- A. Migrate closed cases to a custom read-only object
- B. Migrate open and closed cases without milestones and entitlements
- C. Migrate open and closed cases with milestones and entitlements
- D. Migrate closed cases with milestones and entitlements

Answer: D

NEW QUESTION # 187

A customer is planning a Service Cloud implementation. The customer's current database has the following number of records:

* 10 million cases

* 1 million accounts

* 3 million contacts

When planning to migrate this data into Salesforce, what implications should be considered? (Choose 2)

- A. Salesforce reporting speed may be affected
- B. Related lists on the case object may be slow to populate
- C. The Salesforce org may be slow during the data import
- D. Result may be slow when searching for records

Answer: A,D

NEW QUESTION # 188

A team of publishers has created and published articles in Salesforce knowledge. The manager of the help desk describe articles are

useful to agents. Which reports can the help desk manager use to determine the quality of the articles? Choose 2 answers

- **A. Report on agent ratings on articles**
- B. Report on agent feedback on articles
- **C. Report on the articles attached to cases**
- D. Report on the articles followed in Chatter

Answer: A,C

NEW QUESTION # 189

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