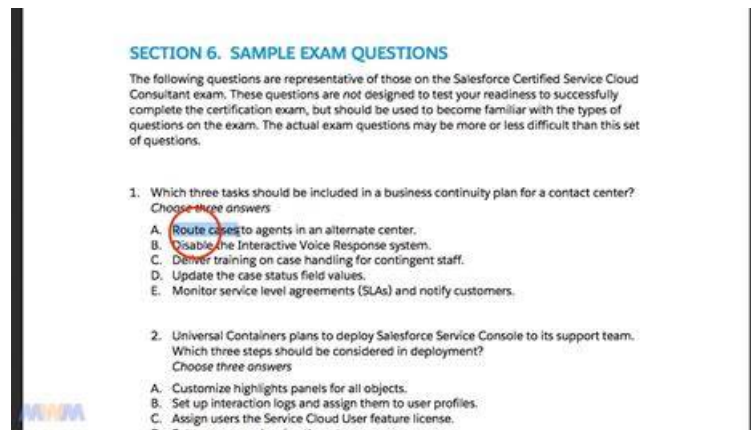


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### Salesforce Certified Service cloud consultant Sample Questions (Q102-Q107):

#### NEW QUESTION # 102

Universal Containers wants to deploy the Service Cloud to its contact centers located across North America, Europe, and Asia. The company wants standardized contact center processes and reporting implemented in its centers worldwide.

Which approach should a consultant recommend in this scenario?

- A. Assign a global team of experienced agents and leaders to create a common design template and report structure.
- B. Recommend that the VP of Worldwide Support design a global template to provide a clear vision and standardization.
- C. Assign teams in each major contact center to design a solution unique to its needs and have an analyst build a combined report.
- D. Recommend utilizing out-of-the-box functionality to reduce cost and ensure one worldwide process and reporting.

Answer: A

Explanation:

Explanation

This is the best approach for deploying the Service Cloud to multiple contact centers located across different regions with standardized processes and reporting. By assigning a global team of experienced agents and leaders, you can leverage their expertise and insights to create a common design template and report structure that meets the business requirements and best practices of each region. This way, you can ensure consistency, efficiency, and quality across all contact centers. You can also facilitate communication and collaboration among the global team members and stakeholders. Verified References: [Best Practices for Implementing Service Cloud]

#### NEW QUESTION # 103

Which two configuration steps are required before Quick Actions can be used in Macros? Choose 2 answers

- A. Global Actions need to be on the publisher layout.
- B. Quick Actions must be enabled in the org.
- C. The specific Quick Action must be added to the Case record page.
- D. The specific Quick Action must be added to the Case Feed.

**Answer: C,D**

#### NEW QUESTION # 104

Cloud Kicks' service agents frequently receive requests for order updates. All order information is managed by a separate cloud-based enterprise resource planning (ERP) system. Agents currently jump between applications to search for these details and have asked if this process can be improved.

Which approach should the consultant recommend to streamline the process?

- A. Create a dynamic action that launches the ERP system with a deep link to the order locator.
- B. Use Salesforce Connect and External Objects to represent this information in Salesforce.
- C. Create a batch integration process that runs hourly to pull all order updates into Salesforce.

**Answer: B**

Explanation:

Salesforce Connect with External Objects is the optimal solution for integrating Cloud Kicks' Salesforce environment with the ERP system. This approach allows real-time access to order information directly within Salesforce, without storing the data in Salesforce, thereby streamlining the process for service agents and improving their efficiency in handling customer requests for order updates.

#### NEW QUESTION # 105

Cloud Kicks is changing its case management system to Salesforce. All active accounts, contacts, and closed cases for the past 5 years need to be migrated to Salesforce for go-live.

Which approach should a consultant use for data migration?

- A. Prepare, Plan, Test, Validate, Execute
- B. Plan, Prepare, Execute, Test, Validate
- C. Plan, Prepare, Test, Execute, Validate

**Answer: C**

Explanation:

For data migration to Salesforce, including active accounts, contacts, and historical cases, the recommended approach is to Plan, Prepare, Test, Execute, and Validate. This structured approach ensures thorough preparation, testing for accuracy, execution of the migration, and validation of the data post-migration, ensuring a smooth transition to Salesforce with accurate and complete data.

#### NEW QUESTION # 106

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

Which three statements should be considered?

Choose 3 answers

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

Answer: A,D,E

## NEW QUESTION # 107

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