

Quiz Salesforce - High-quality Service-Cloud-Consultant - Exam Salesforce Certified Service cloud consultant Topic



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Salesforce Certified Service cloud consultant Sample Questions (Q69-Q74):

NEW QUESTION # 69

A business to consumer (B2C) company wants to decrease service costs and improve customer relationship currently, customers pay invoices and update their contact information by mailing paper payslips back to company.
What is the recommended solution to meet the requirements?

- A. Field Service with Integrated Payments
- B. Experience Cloud with Customer Account Portal template
- C. Service Cloud Voice with Tele-pay

- D. Einstein Bots with Credit Card Payments

Answer: C

NEW QUESTION # 70

Universal Containers (UC) has Excel files of customer data maintained by its service reps. All of the service reps have worked with the same customer contacts. UC wants to ensure that its Salesforce instance has clean data.

Which best practice should a consultant recommend?

- A. Import the records and create a Flow to change the data type.
- B. Import the records and use Duplicate Management.
- C. Deduplicate the data before importing into Salesforce.

Answer: C

Explanation:

The best practice to ensure clean data in Salesforce when importing customer data from Excel files is to deduplicate the data before the import process. This involves identifying and merging duplicate records, ensuring that only unique and accurate data is imported into Salesforce. This proactive step prevents data quality issues and maintains the integrity of the Salesforce database.

NEW QUESTION # 71

universal containers wants to schedule technicians for repair services when an agent is unable to solve customer problem via call center

- A. Mobile connect
- B. Omni channel
- C. field service
- D. Contact Requests

Answer: C

NEW QUESTION # 72

Universal Containers requires that users have the ability to view specific cases, as determined by the product type field on the case. An email should be sent to the users when a case to which they have access is created or closed. What should a consultant recommend to meet these requirements? (Choose 2)

- A. Case teams
- B. Workflow rules
- C. Auto-response rules
- D. Escalation rules

Answer: A,B

NEW QUESTION # 73

AW Computing would like to interact with customers on facebook and Twitter.

Where are the conversations tracked in Salesforce?

- A. Case Chatter feed
- B. Case notes related list
- C. Case activity feed
- D. Social Post record

Answer: D

Explanation:

Explanation

Social Post record is where the conversations with customers on Facebook and Twitter are tracked in Salesforce. Social Post is a

standard object that represents a post or comment on a social network, such as Facebook or Twitter. Social Post records can be linked to other records, such as cases, contacts, or leads, and can be viewed and managed in the Service Console. Verified References: : Social Post Object

NEW QUESTION # 74

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