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## Salesforce Certified Service cloud consultant Sample Questions (Q139-Q144):

### NEW QUESTION # 139

The VP of Service at Universal Containers wants to make it easier and faster for support reps to send knowledge articles to the

customer.

What should a consultant configure to satisfy this request?

- **A. Create a Lightning email template to send the article to the customer.**
- B. Create a workflow email alert to send the article to the customer.
- C. Create a macro to send an email with the article to the customer.
- D. Create an auto-response rule to send the article to the customer.

**Answer: A**

Explanation:

A Lightning email template is a type of email template that can be used to create and send emails from Salesforce. A Lightning email template can include merge fields, images, links, and other formatting options.

A Lightning email template can also include a knowledge article as an attachment or a link. A consultant can configure a Lightning email template to send the article to the customer by selecting the Knowledge Article option in the template editor and choosing the article to include. The agent can then use the template to send an email with the article to the customer from the case record page or the Service Console. Verified References: Service Cloud Consultant Certification Guide & Tips, Create Lightning Email Templates

#### **NEW QUESTION # 140**

The call center manager at Universal Containers wants to generate daily reports to monitor agent productivity trends.

Which primary object should a consultant select to create a new Omni-Channel report type?

- **A. Agent Work**
- B. Assigned Work
- C. Agent Detail

**Answer: A**

Explanation:

The "Agent Work" object is pivotal for creating Omni-Channel reports focused on monitoring agent productivity trends. This object tracks work items assigned to agents, including cases, chats, and other work types routed through Omni-Channel. By using the "Agent Work" object as the basis for a report, a consultant can analyze various metrics such as work item type, duration, status, and outcome, providing insights into individual and team performance. This information is essential for call center managers to identify productivity trends, make informed decisions to optimize workflows, and enhance overall service delivery.

#### **NEW QUESTION # 141**

Universal Containers wants to reduce the amount of time support agents spend creating cases. Case creation must scale up to 5000 new cases per day, as well as allowing file attachments under 25 MB by the customer.

Which two features should the consultant suggest?

Choose 2 answers

- A. Standard Email-to-case
- **B. Web-to-Case forms**
- **C. On-Demand Email-to-Case**
- D. Apex Email Service

**Answer: B,C**

Explanation:

On-Demand Email-to-Case and Web-to-Case forms are features that a consultant should suggest to reduce the amount of time support agents spend creating cases. Case creation must scale up to 5000 new cases per day, as well as allowing file attachments under 25 MB by the customer. These features can help automate the case creation process from email or web sources, as well as support file attachments. For example:

\* On-Demand Email-to-Case is a feature that allows you to convert customer emails into cases without installing an agent in your network. On-Demand Email-to-Case can handle up to 5000 new cases per day, and can also accept file attachments up to 25 MB in size. On-Demand Email-to-Case can help reduce the manual work of creating cases from emails, as well as preserve the email formatting and headers.

\* Web-to-Case forms are forms that you can embed on your website to allow customers to submit cases directly to Salesforce.

Web-to-Case forms can handle up to 5000 new cases per day, and can also accept file attachments up to 25 MB in size. Web-to-

Case forms can help capture customer information and issues from your website, as well as reduce the email and phone traffic to your support team.

Verified References: Service Cloud Consultant Certification Guide & Tips, Set Up On-Demand Email-to-Case, [Set Up Web-to-Case]

#### NEW QUESTION # 142

The support manager at Universal Containers is getting inaccurate agent performance reports. After researching the data, the Salesforce admin has identified hundreds of cases that are closed but still owned by a queue. Which solution should a consultant recommend?

- A. Create a case validation rule to ensure cases are owned by a user when closed.
- B. Use Data Loader periodically to assign these cases to a default owner.
- C. Create a case assignment rule to ensure cases are owned by a user when closed.

**Answer: A**

Explanation:

To address the issue of closed cases still owned by a queue, implementing a case validation rule is the most effective solution. This rule can enforce that cases must be transferred to an individual user's ownership before they can be marked as closed. This ensures data accuracy in reports and helps in evaluating agent performance more reliably, as cases will correctly reflect their final ownership status.

#### NEW QUESTION # 143

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

**Answer: C,D**

#### NEW QUESTION # 144

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