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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q141-Q146):

NEW QUESTION # 141

What are some uses of www.trust.salesforce.com in business continuity planning? (Choose 3)

- A. To provide live support for system and data backup
- **B. To provide information planning planned maintenance**
- **C. To provide live and historical data on system performance**
- D. To provide best practices for continuity plans
- **E. To provide online security threat information**

Answer: B,C,E

NEW QUESTION # 142

Universal Containers needs to provide contact center agents with access to a customer's payment history if the call concerns a billing problem. The following considerations need to be taken into account:

* Billing data is stored in an external system containing over 20 million records.

* Only the finance department has direct access to the billing system.

Which solution should a consultant recommend?

- A. Integrate payment data into Salesforce from the billing system using custom objects.
- B. Create a custom tab that displays a search page from the billing system.
- **C. Configure Salesforce Connect and External Objects to the billing system.**

Answer: C

Explanation:

To provide contact center agents with access to a customer's payment history from an external billing system, configuring Salesforce Connect to integrate External Objects is advised. This solution enables real-time access to billing data directly within Salesforce, eliminating the need for direct access to the external system and streamlining the process for agents handling billing-related inquiries.

NEW QUESTION # 143

Cloud Kicks is migrating from an external knowledge base to Salesforce Knowledge. Currently, users can select from 8 top-level topics. Each topic has 250 subtopics, arranged into a hierarchy that is 10 levels deep.

What should a consultant recommend?

- **A. Reorganize Into a hierarchy with 6 or fewer levels.**
- B. Assign up to 10 data categories per category group to each article.
- C. Organize up to 200 categories in each category group.
- D. Consolidate into 3 or fewer category groups.

Answer: A

Explanation:

Reorganizing into a hierarchy with 6 or fewer levels is a recommendation that the consultant should make to Cloud Kicks when migrating from an external knowledge base to Salesforce Knowledge. Salesforce Knowledge has a limit of 6 levels for data category hierarchies, which are used to organize and filter articles by topic or type. Data categories can help users find relevant articles based on their search criteria or case information. Cloud Kicks should restructure their existing topics and subtopics into data categories and data category groups that fit within the Salesforce Knowledge limits and best practices. Verified References: :

https://help.salesforce.com/s/articleView?id=sfknowledge_categories_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sfknowledge_categories_manage.htm&type=5 : https://help.salesforce.com/s/articleView?id=sfknowledge_categories_best_practices.htm&type=5

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NEW QUESTION # 144

What are two basic concepts of Knowledge-Centered Support (KCS)? Choose 2 answers

- A. Rewarding learning, collaboration, sharing and improving.
- B. Creating content as a result of solving issues
- C. Evolving content-based product lifecycles
- D. Developing a knowledge base on the experience of an individual

Answer: A,B

NEW QUESTION # 145

A company wants to publish knowledge articles to its customer community. The articles should be organized for easy navigation by community members.

What should a consultant recommend?

- A. Define data categories with custom visibility.
- B. Define a custom field to identify the subject.
- C. Define topics for each knowledge article.
- D. Define article types with public sharing settings.

Answer: A,B,D

NEW QUESTION # 146

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