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Salesforce Certified Service cloud consultant Sample Questions (Q246-Q251):

NEW QUESTION # 246

Universal Containers implemented Salesforce Knowledge two months ago. Now, the Help Desk manager wants to know if the agents are properly leveraging the new knowledge base. What metric can the manager use to measure the adoption of Knowledge? Choose 2 answers.

- A. Report that displays # of cases with articles attached during the past 2 months
- B. Report displays # of articles associated to data categories during past 2 months
- C. Create a report that display the # of articles searched during the past 2 months
- D. Report that displays # of new articles created during the past 2 months

Answer: A,C

NEW QUESTION # 247

Universal Containers requires that a case status be updated 48 hours after a solution to the case has been emailed to a customer. Which Salesforce feature would be used to meet this requirement?

- A. Assignment rules
- B. Validation rules
- C. Auto-response rules
- **D. Workflow rules**

Answer: D

NEW QUESTION # 248

Universal Containers (UC) is preparing to implement Service Cloud and wants to onboard its global support team. UC is gathering feedback from the support team about how they will use Service Cloud. Requirements gathering sessions have resulted in a large set of deliverables.

What should a consultant recommend as the next step?

- **A. Identify and prioritize the requirements for the minimum viable product.**
- B. Prioritize the requirements based on the stakeholder who submitted them.
- C. Prioritize the requirements based on requests from the regions.

Answer: A

Explanation:

Identifying and prioritizing the requirements for a minimum viable product (MVP) allows for a focused and phased approach to the Service Cloud implementation. This strategy ensures that the most critical functionalities are developed and deployed first, providing immediate value while allowing for iterative enhancements based on feedback and additional requirements.

NEW QUESTION # 249

Universal Containers wants to automate case management for the web support team.

When new cases come in from the website they should be routed to the support team to work in the order that they are submitted.

Which approach should a Consultant implement?

- A. Lightning Component
- B. Direct Messaging
- C. Case queues
- **D. Contact Request flow**

Answer: D

NEW QUESTION # 250

Universal Containers wants to notify Support Managers when a new case has been untouched for more than two business days.

Which approach should a consultant implement?

- A. Establish Case Assignment Rules.
- **B. Define Case Auto-Response Rules.**
- C. Configure Case Escalation Rules.
- D. Create a Process Builder with Scheduled Actions.

Answer: B

NEW QUESTION # 251

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