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Salesforce Certified Service cloud consultant Sample Questions (Q140-Q145):

NEW QUESTION # 140

Universal Containers has an active presence on Twitter and Facebook. Customers' requests from these social media channels should be responded to by support agents.

What should a consultant recommend to meet this requirement?

- A. Social Media Marketing message tagging.
- B. Social Persona for Twitter and Facebook.
- **C. Social Customer Service for Twitter and Facebook.**
- D. Einstein Bot social queues.

Answer: C

Explanation:

Social Customer Service is a feature that allows agents to respond to customer requests from social media channels such as Twitter and Facebook. Agents can create cases from social posts, reply to customers using social handles, and monitor social conversations using keywords and hashtags. Verified References: Service Cloud Consultant Certification Guide & Tips, Social Customer Service Overview

NEW QUESTION # 141

Universal Containers (UC) is currently live with Sales Cloud and in the process of implementing Service Cloud. UC wants to create a sandbox to test its Service Cloud implementation with real Sales Cloud data.

Which three Sandbox types can be used to accomplish this?

- **A. Developer Pro Sandbox**
- **B. Full Sandbox**
- C. Administrator Sandbox
- **D. Partial Copy Sandbox**

Answer: A,B,D

NEW QUESTION # 142

Universal Containers (UC) is updating the Service Cloud console app for its call center agents. Management is concerned that deploying the new app will disrupt current operations and impact customer satisfaction.

What should the consultant recommend to mitigation these concerns?

- A. Configure the new app in a sandbox. Use a change-set to push the configuration to production for testing and training.
- **B. Configure the new app in developer org and use an unmanaged package to deploy to production.**
- C. Deploy the configured and tested app to production, update the agent's profile to view the app and take away access to the old app.
- D. Deploy the configuration from a sandbox to production during the next Salesforce version update so the system only goes down once.

Answer: B

NEW QUESTION # 143

The Service Manager at Universal Containers is concerned that users will NOT be able to manage cases in the Service Console efficiently and reduce clicks.

Which feature should a Consultant implement to address this concern?

- **A. Configure Macros**
- B. Collapsible Sidebar Components
- C. Multiple Monitors Components
- D. Console Keyboard Shortcuts

Answer: A

NEW QUESTION # 144

An outsourced contact center is losing part-time agents to a nearby contact center that promotes flexible scheduling. Which method can be used to improve agent retention? Choose 2 answers:

- A. Provide additional training on tools and process
- B. Mix telephony interactions with email and chat
- C. Extend benefits to part-time agents
- D. Allow shift trading between agents

Answer: C,D

NEW QUESTION # 145

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