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**Salesforce Certified Service cloud consultant Sample Questions (Q74-Q79):**

#### NEW QUESTION # 74

Service Representatives are complaining that their Lightning Service Console is too crowded making it difficult to find the tabs and features they need. After reviewing the Service Representatives console use, all configured features are required. Which solution should a Consultant suggest to improve the efficiency of console users?

- A. Define criteria-based record page components
- B. Enable Keyboard shortcuts
- C. Create multiple Console layouts
- D. Configure Macros

#### Answer: A

Explanation:

Explanation

Criteria-based record page components are components that only display on a record page when certain conditions are met. For example, you can show a component only when the case status is closed, or when the case priority is high. This way, you can reduce the clutter on the Lightning Service Console and make it easier for service representatives to find the tabs and features they need.

You can use the Lightning App Builder to define criteria-based record page components for different objects and apps. Verified

References:

[Criteria-Based Record Page Components]

#### NEW QUESTION # 75

Universal Containers is considering additional channels for its customers to communicate directly with customer support reps.

Currently, customers are able to open support tickets through social media, web chat, phone, and SMS.

In addition to Digital Engagement, what should a consultant recommend to meet the requirement?

- A. AppExchange
- B. Email-to-Case
- C. Inbox

#### Answer: B

Explanation:

Email-to-Case is a standard Salesforce Service Cloud feature that automatically converts customer emails into Case records. Since Universal Containers already uses social media, chat, phone, and SMS through Digital Engagement, adding Email-to-Case would complete a traditional multichannel service strategy by enabling customers to contact support through email.

Option A (AppExchange) is a marketplace for solutions but not a direct communication channel.

Option C (Salesforce Inbox) is designed for sales productivity and email integration for sales reps, not for customer support case creation.

Referenced Salesforce Materials:

\* Service Cloud Consultant Exam Guide - Interaction Channels Domain.

\* Salesforce Help: "Set Up Email-to-Case to Create Cases from Customer Emails."

\* Salesforce Trailhead: "Route Customer Emails to Cases."

#### NEW QUESTION # 76

A customer has a detailed question about product functionality. The customer would like access to expert customer subject-matter experts, and real-time access to company IT support experts. Which features will best help the customer? Choose 2 answers.

- A. Mass email
- B. Public groups
- C. Communities
- D. Salesforce Chat

#### Answer: C,D

#### NEW QUESTION # 77

Universal Containers is implementing the Salesforce Service Cloud in its contact center and has requirements listed below.

- \* 2.000 agents are implemented globally 24/7 operations
- \* Open case data will be migrated from a legacy system
- \* New cases will be created in one system only

Which deployment method should be recommended?

- **A. Deploy in phases using countries as pilots**
- B. Migrate agents to Force.com Connect Offline during deployment
- C. Migrate case data and deploy to all users at office
- D. Deploy based on the number of trainers available

**Answer: A**

#### **NEW QUESTION # 78**

A company has these requirements for dealing with Cases:

- Handled efficiently and by the right agents
- Distributing the load so that agents do NOT have to manually select the next Case to work. Which two Omni-Channel features will assist in this routing and distribution? Choose 2 answers

- **A. Route to agents with the least amount of active assigned work.**
- B. Route to agents with the most cases closed for that topic.
- **C. Route to agents with the most capacity to take on new work.**
- D. Route to agents staffing the assigned overflow queues.

**Answer: A,C**

#### **NEW QUESTION # 79**

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This chapter discusses these concepts to help you understand how to use the proper New Service-Cloud-Consultant Dumps Files network implementation of protocols and services as a tool to protect and mitigate threats against network infrastructure based on organizational needs.

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