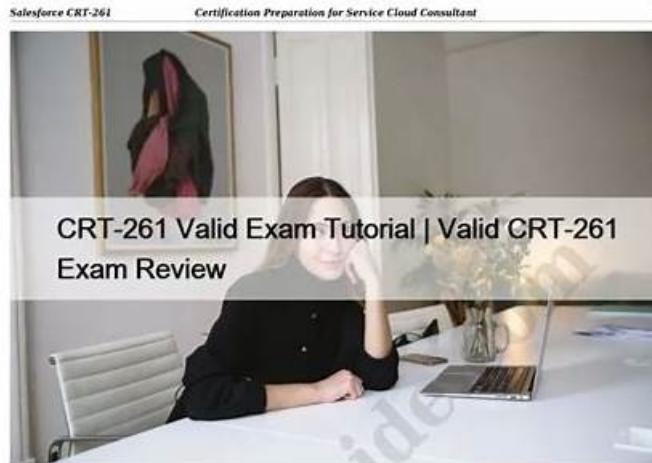


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### Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q186-Q191):

#### NEW QUESTION # 186

Cloud Kicks wants to implement a solution that would hold service agents accountable for keeping customer service-level agreements (SLAs).

Which feature should a consultant use to meet this request?

- A. Entitlement process
- B. Service Contracts
- C. Salesforce Survey

**Answer: A**

Explanation:

To hold service agents accountable for maintaining customer service-level agreements (SLAs), implementing an Entitlement Process is recommended. This feature allows for the definition and management of SLAs for each customer, providing a structured framework to monitor case handling against agreed service levels and ensuring agent accountability in meeting customer service commitments.

#### NEW QUESTION # 187

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 mitigate these concerns?

- A. 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.
- B. Deploy the configuration from a sandbox to production during the next Salesforce version update so the system only goes down once.
- C. **Configure the new app in developer org and use an unmanaged package to deploy to production.**
- D. Configure the new app in a sandbox. Use a change-set to push the configuration to production for testing and training.

**Answer: C**

#### NEW QUESTION # 188

Universal containers is trying to reduce the amount of time support agents spend creating cases. The new method case creation must allow for 4000 - 5000 new cases a day, as well as the attachment of documents under 25 MB by the customer.

Which method should the consultant suggest?

- A. Web to case forms
- B. **Standard email to case**
- C. On-Demand Email-to-case
- D. Omni channel routing

**Answer: B**

Explanation:

Explanation

Standard email to case is a feature that allows you to automatically create cases from incoming emails sent to your company's support addresses. Standard email to case can handle emails with attachments up to 25 MB in size (minus any text in the email). Standard email to case also preserves email formatting and supports HTML emails with embedded images. Standard email to case is suitable for creating 4000 - 5000 new cases a day, as well as allowing customers to attach documents under 25 MB by email.

### NEW QUESTION # 189

AW Computing would like to interact with customers on facebook and Twitter. Where are the conversations tracked in Salesforce?

- A. Case activity feed
- **B. Social Post record**
- C. Case notes related list
- D. Case Chatter feed

#### Answer: B

Explanation:

Social Post record is where the conversations with customers on Facebook and Twitter are tracked in Salesforce. Social Post is a standard object that represents a post or comment on a social network, such as Facebook or Twitter. Social Post records can be linked to other records, such as cases, contacts, or leads, and can be viewed and managed in the Service Console. Verified References: : Social Post Object

### NEW QUESTION # 190

Ursa Major Solar cells highly technical products that require specific expertise for configuration changes and troubleshooting. A mobile workforce can be dispatched to support customers. Dispatching a worker comes at a high cost, and available appointment times are typically several weeks in the future.

What is the recommended method to improve the support experience while providing expert-level support?

- A. Workforce Engagement Self Scheduling
- B. Field Service Scheduler
- **C. Visual Remote Assistant**
- D. Omni-Channel Routing

#### Answer: C

Explanation:

Visual Remote Assistant is a feature that allows you to provide real-time interactive video support to your customers using their mobile devices. You can see what your customers see through their camera, guide them with annotations and pointers, and troubleshoot issues remotely. This solution can improve the support experience while providing expert-level support, as it can reduce the need for dispatching field workers, save time and costs, and increase customer satisfaction. Verified References: [Visual Remote Assistant]

### NEW QUESTION # 191

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