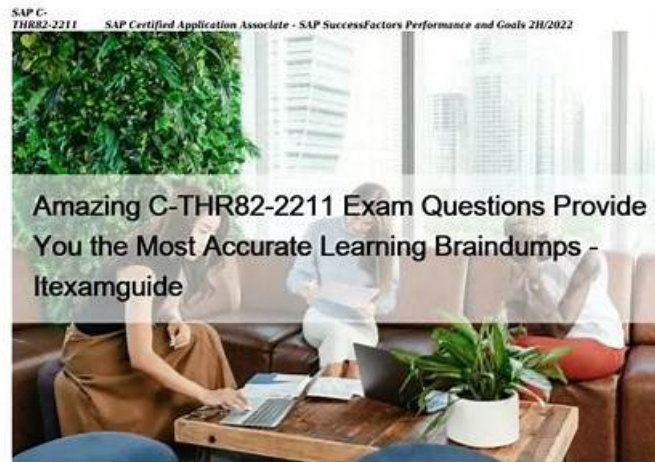


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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q167-Q172):

NEW QUESTION # 167

Service Console users work on dozens of cases at a time and often need to update a case they worked on earlier in the day. What should a consultant recommend?

- A. Create a custom dashboard.
- **B. Add History to the Utility bar.**
- C. Keep all cases open in tabs.

Answer: B

Explanation:

For Service Console users who need to efficiently revisit cases worked on earlier, adding the History component to the Utility Bar is recommended. This provides quick access to recently viewed records, enabling users to navigate back to previous cases without keeping all cases open in tabs, enhancing productivity and case management efficiency.

NEW QUESTION # 168

Cloud Kicks uses a console app to support users. Service agents open an Account workspace tab and multiple subtabs for the Case, Contact, and Service Contract. Service agents would like to share links to recently opened subtabs with other users to collaborate on cases.

What should a consultant recommend to meet the requirements?

- A. Include the History utility in the console app.
- **B. Mention the case number in a Chatter group.**
- C. Add the Account object to Recent Items utility.

Answer: B

Explanation:

To facilitate collaboration on cases among service agents, using Chatter provides a platform for discussion and information sharing within Salesforce. By mentioning the case number in a Chatter group, agents can quickly share and access case details, enabling efficient collaboration. This method leverages Salesforce's social collaboration features, allowing for real-time communication and problem-solving among team members.

NEW QUESTION # 169

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

Answer: D

Explanation:

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

NEW QUESTION # 170

Universal Containers wants to provide its customers with more support options.

Which three should a Consultant recommend?

Choose 3 answers

- A. Create a Customer Community
- B. Add Live Agent to public-facing sites
- C. Configure Chatter for public access
- D. Utilize KCS to manage Knowledge
- E. Implement SOS for mobile experience

Answer: B,D,E

NEW QUESTION # 171

Universal Containers (UC) wants customers to be notified by email when their issue is resolved. The notification should contain a reference link in the form of their case number. The customer should be able to click the link and be redirected to the resolved case in UC's Community. Which three features must be configured to accomplish this? Choose 3 answers

- A. Email Alert
- B. Workfl
- C. Assignment Rule
- D. Email Template
- E. Email Relay

Answer: A,B,D

NEW QUESTION # 172

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