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Salesforce Certified Service cloud consultant Sample Questions (Q114-Q119):

NEW QUESTION # 114

The support manager at Universal Containers wants to improve visibility to cases across the organization and has decided that product managers should be more involved in the case management process. The support manager has created predefined case teams for each product and trained support agents to add the appropriate case team to each case.
Which solution allows product managers to quickly see and review the cases that are created for their products?

- A. Configure a Case list view filtered by My Case Teams.
- B. Configure a Case related list on the Product page layout.
- C. Configure a Case list view filtered by My Cases.

Answer: A

Explanation:
To enable product managers to quickly access and review cases related to their products, configuring a Case list view filtered by "My Case Teams" is the most effective solution. This setup allows product managers to see cases where they are part of the case team, directly correlating to their product responsibility, thereby improving visibility and involvement in the case management process.

NEW QUESTION # 115

Service agents have reported that the Lightning Service Console is too crowded which makes it difficult to find the information they need. After reviewing the agents' console use, a consultant has determined that all configured features are required.
Given this scenario, which solution should a consultant suggest to improve the efficiency for console users?

- A. Train on keyboard shortcuts.
- B. Create multiple console layouts.
- C. Prepare macros.

Answer: B

Explanation:
Given that all features in the Lightning Service Console are required but users find it too crowded, creating multiple console layouts tailored to different user roles or tasks is recommended. This allows for the customization of the console's interface to display only the most relevant information and tools for each specific use case, improving efficiency and usability for console users.

NEW QUESTION # 116

Service agents need to send emails with attachments to customers based on the case details.
Which Lightning Service Console feature should a consultant use to meet the requirement?

- A. Lightning Knowledge
- B. Quick text template
- C. Custom case actions

Answer: C

Explanation:
To facilitate service agents sending emails with attachments based on case details, configuring custom case actions in the Lightning Service Console is recommended. These actions can be tailored to include email templates and attachment options, streamlining the process for agents and enhancing case resolution efficiency.

NEW QUESTION # 117

Universal Containers (UC) has hired a consulting firm to implement its new Service Cloud platform and
requires quick iterations and a speedy project completion. UC has requested frequently project updates for
check-ins and refinement.

Which methodology should the Consultant recommend given the requirements?

- A. Agile
- B. Force.com IDE
- C. Waterfall
- D. Kanban

Answer: A

NEW QUESTION # 118

A consultant is working on a Service Cloud implementation with a fixed budget and timeline. Additional requirements were
discovered early on that will result in the project exceeding timeline and budget constraints.
What is the first step the consultant should take to address the issue?

- A. Document the gap in requirements and discuss the schedule and budget Impact with the project team.
- B. Incorporate the additional requirements to the project scope and continue with the original project schedule.
- C. Prepare a change order to account for the additional requirements and communicate the new project schedule.

Answer: A

Explanation:
When additional requirements are discovered early in a project that has a fixed budget and timeline, the consultant's first step should
be to document the gap in requirements and discuss the potential impacts on schedule and budget with the project team. This
approach ensures that all stakeholders are aware of the changes and can collaboratively decide on the best course of action.
Key Considerations:
* Scope Management:Clearly defining and managing project scope is crucial. Any changes to the scope should be carefully
evaluated for their impact on time and cost.
* Stakeholder Communication:Engaging with stakeholders to discuss the implications of additional requirements helps in setting
realistic expectations and making informed decisions.
* Change Control Process:Before implementing any changes, it's essential to follow a formal change control process, which includes
documenting the change, assessing its impact, and obtaining necessary approvals.
By taking these steps, the consultant ensures that the project remains aligned with its objectives and constraints, and any deviations
are managed in a controlled and transparent manner.
References:
https://trailhead.salesforce.com/content/learn/modules/best-practices-for-project-management/gather- requirements
https://www.salesforce.com/blog/project-management-guide/

NEW QUESTION # 119

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