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Salesforce Certified Service cloud consultant Sample Questions (Q40-Q45):

NEW QUESTION # 40
Cloud Kicks is preparing to migrate to Service Cloud from another system. The current system has thousands of help articles such as FAQs, step-by-step guides, and troubleshooting guides. A group of specialists will create and manage these articles in Salesforce.
What is the recommended license for the specialists?

- A. WDC Only User
- B. Satesforce
- C. Knowledge Only User
- D. Salesforce Platform

Answer: C

NEW QUESTION # 41
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 hierarc that is 10 levels deep.
What should a consultant recommend?

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

Answer: D

NEW QUESTION # 42
Which two capabilities of Lightning Knowledge ensure accurate content in Articles? Choose 2 answers

- A. Knowledge Action to Publish an Article once the Article is approved.
- B. Data Category to assign an article record type to a Reviewer.
- C. Validation Rules for article record types to verify all fields during creation.
- D. Approval Process that assigns an Article to a Reviewer Queue.

Answer: C,D

NEW QUESTION # 43
Universal Containers has a policy that requires all email traffic to remain within its firewall. Currently, the company has 200 support agents handling email from five different time zones on its legacy system.
When implementing Salesforce, what solution should a consultant recommend for this scenario?

- A. Web-to-Case
- B. On-Demand Email-to-Case
- C. Salesforce for Outlook
- D. Email-to-Case

Answer: B

Explanation:
Explanation
Standard Web-to-Case with assignment rules is a solution that can accomplish the requirement of allowing customers to log cases with structured data and route based on Urgency and Product Line. Web-to-Case enables customers to submit cases from a

company's website using a web form that captures case information and creates a case record in Salesforce. Assignment rules can be used to automatically assign cases to queues or users based on criteria such as Urgency and Product Line. Verified References: : https://help.salesforce.com/s/articleView?id=sf.knowledge_web_to_case_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.customize_caseassign.htm&type=5

NEW QUESTION # 44
A company has implemented Salesforce Service Cloud. The company needs Key Performance Indicators (KPIs) to ensure that its customer support service center is profitable. Which three metrics can be used to help executive management understand service center costs? Choose 3 answers

- A. All open cases by Channel
- B. All Cases closed Month-to-date
- C. All open Cases by Priority
- D. Case resolution time
- E. All Cases by Customer

Answer: A,C,D

NEW QUESTION # 45
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