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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q48-Q53):

NEW QUESTION # 48
Universal Containers wants to deploy the Service Cloud to its contact centers located across North America, Europe, and Asia. The company wants standardized contact center processes and reporting implemented in its centers worldwide.
Which approach should a consultant recommend in this scenario?

- A. Recommend utilizing out-of-the-box functionality to reduce cost and ensure one worldwide process and reporting.
- B. Assign a global team of experienced agents and leaders to create a common design template and report structure.
- C. Recommend that the VP of Worldwide Support design a global template to provide a clear vision and standardization.
- D. Assign teams in each major contact center to design a solution unique to its needs and have an analyst build a combined

report.

Answer: B

Explanation:
Explanation
This is the best approach for deploying the Service Cloud to multiple contact centers located across different regions with standardized processes and reporting. By assigning a global team of experienced agents and leaders, you can leverage their expertise and insights to create a common design template and report structure that meets the business requirements and best practices of each region. This way, you can ensure consistency, efficiency, and quality across all contact centers. You can also facilitate communication and collaboration among the global team members and stakeholders. Verified References: [Best Practices for Implementing Service Cloud]

NEW QUESTION # 49
What are three best practices that should be used when deploying Salesforce functionality to production?
Choose 3 answers

- A. Ensure all users refrain from logging into production for an entire day prior to deployment.
- B. Plan and communicate the deployment to all users of the organization in advance.
- C. Ensure that at least 60% of the code is covered by unit tests before deploying to production.
- D. Migrate a test deployment to a staging environment for a smoother real-life experience.
- E. Select a window of time when users will NOT be making changes to the organization.

Answer: B,D,E

NEW QUESTION # 50
The support manager at universal containers has noticed an increase in average case age, which is negatively impacting customer satisfaction. To research the situation, the support manager wants to know the amount of time that cases have spent within each status during their lifecycle.
Which reporting solution should a consultant recommend?

- A. Create a report using the Case snapshot report type
- B. Create a report using the Case historical trending report type
- C. Create a report using the Case age report type
- D. Create a report using the Case Lifecyle report type

Answer: A

Explanation:
A case snapshot report is a report that shows the values of selected fields at different points in time during the case life cycle. You can use this report to see how long a case spent in each status and what changes were made to the case over time. This report can help the support manager to research the situation and identify the causes of the increase in average case age. Verified References: Create Case Snapshot Reports

NEW QUESTION # 51
Cloud Kicks uses the Service Console and work items to route cases to available agents.
Service agents need a way to see work they have accepted and incoming items. Which feature should a Service Cloud consultant recommend?

- A. Global Shared Macro
- B. Personalised navigation menu
- C. Actions & Recommendations component
- D. Omni-Channel Utility widget

Answer: D

Explanation:
Explanation

The Omni-Channel Utility widget is a component that can be added to the Service Console to allow agents to see their work status, accept incoming work items, and view their work queue. The widget also displays notifications and alerts for agents when they receive new work or when their status changes. Verified References: : Omni-Channel Utility Widget

NEW QUESTION # 52
Universal Containers wants to ensure the contracted service level requirements for its customers are being met.
What should a consultant configure to meet this requirement?

- A. Entitlement processes, contract line items, milestone, and entitlements
- B. Entitlement processes, milestones, milestone actions, and entitlements
- C. Entitlement processes, contracts, contract line items, and entitlements

Answer: B

Explanation:
To ensure contracted service level requirements are met, configuring Entitlement Processes, Milestones, Milestone Actions, and Entitlements is essential. This setup allows for defining specific support processes tied to service contracts, tracking progress against milestones, and taking predefined actions to meet or exceed service levels, ensuring compliance with contractual obligations.

NEW QUESTION # 53
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