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Salesforce Certified Service cloud consultant Sample Questions (Q281-Q286):

NEW QUESTION # 281

Universal Containers wants to provide its five million customers a solution where customers can submit inquiries, monitor the status of those inquiries, and view their contact information. Which type of Community license should be used to meet these requirements?

- A. Partner Community
- B. Employee Community
- C. Customer Community
- D. Company Community

Answer: C

NEW QUESTION # 282

A company would like to implement a solution that would hold service reps accountable to customer Service Level Agreements. Which two steps should be completed to meet this request? Choose 2 answers

- A. Enable Work Orders.
- B. Create an Entitlement Process.
- C. Set up Milestones.
- D. Configure Service Contracts.

Answer: B,C

Explanation:

Explanation

Creating an entitlement process and setting up milestones are steps that should be completed to hold service reps accountable to customer Service Level Agreements (SLAs). An entitlement process defines the timeline and steps required to deliver support to customers based on their entitlements. A milestone is a critical step in the support process that has a target date and time by which it must be completed. For example, a milestone could be responding to a customer within 24 hours or resolving a case within 5 days. By creating an entitlement process and setting up milestones, service reps can track their progress and ensure they meet the SLAs for each case. Verified References: Service Cloud Consultant Certification Guide & Tips, Set Up and Manage Entitlements and Milestones

NEW QUESTION # 283

Cloud Kicks (CK) uses Lightning Knowledge and has set up Data Categories. CK uses Data Category Visibility to control access based on products and geographic location. The Service Cloud administrator plans to enable "Use standard Salesforce sharing" in Sharing Settings under Knowledge Setting.

Which consideration should the administrator be aware of when making this change?

- A. Data Categories no longer control access to articles.
- B. Data Category Visibility of AM Categories provides Public Read Only access.
- C. Data Category Visibility of Custom overrides Organization-Wide Sharing Default access.
- D. Data Category Visibility of All Categories provides Public Read/Write access.

Answer: A

Explanation:

This is the main consideration when enabling "Use standard Salesforce sharing" in Sharing Settings under Knowledge Settings, because it changes how article access is controlled. When this setting is enabled, article access is controlled by organization-wide sharing defaults and sharing rules, instead of data categories and data category visibility settings. This means that data categories are only used for filtering and organizing articles, not for restricting access. Verified References: : Control Article Access with Sharing Settings

NEW QUESTION # 284

A consulting firm has been retained to implement a new Service Cloud platform for a company. This company requires quick iterations and a speedy project completion. The company has requested frequent project updates for check-ins and refinement. Which methodology should the Consultant recommend to meet the given requirements?

- A. Kanban
- B. Lightning Platform
- C. Agile
- D. Waterfall

Answer: C

NEW QUESTION # 285

Universal Containers is looking for ways to provide more proactive support and to promote its brand on the internet with minimal investment. A consultant recommends installing the Social Customer Service Start Pack.

Which two features should the consultant recommend as part of the deployment?

- **A. Select two Twitter or Facebook accounts.**
- B. Enable the Moderation feature to automatically create cases from posts.
- **C. Create and assign permission sets to give agents social account access.**
- D. Retrieve Social Studio credentials.

Answer: A,C

NEW QUESTION # 286

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