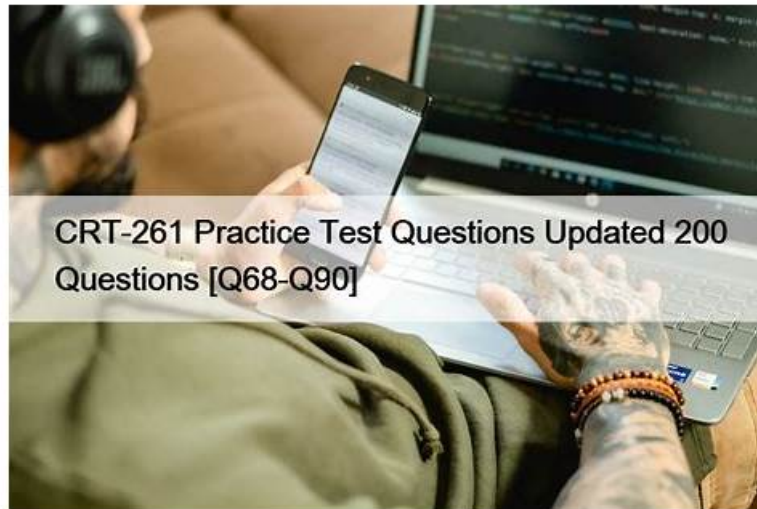


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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q166-Q171):

NEW QUESTION # 166

Universal Containers (UC) wants to allow customers to submit cases through its corporate website. UC wants to avoid a large volume of invalid cases.

Which tool should the consultant use to meet the requirements?

- A. On-Demand Email-to-Case
- B. AppExchange Package
- C. Web-to-Case

Answer: C

Explanation:

Comprehensive and Detailed Explanation:

Web-to-Case is a Salesforce feature that enables organizations to gather customer support requests directly from their company's website and automatically generate new cases. To minimize invalid case submissions, Web-to-Case forms can include validation rules and reCAPTCHA verification.

From Salesforce Help:

"Gather customer support requests directly from your company's website and automatically generate new cases with Web-to-Case."

-Turn On and Customize Web-to-Case

Implementing Web-to-Case with appropriate validation measures ensures that only valid and complete cases are submitted, enhancing the efficiency of the support process.

NEW QUESTION # 167

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

Answer: A

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 # 168

Universal Containers wants to monitor customers' social media reactions and opinions. Agents also want to see recent cases that the customer as logged.

What feature should a consultant recommend to meet this requirement?

- A. Omni-Channel
- **B. Social Conversation Component**
- C. AppExchange solution
- D. Custom Lightning Component

Answer: B

NEW QUESTION # 169

Which feature should a Consultant configure to allow global Service Reps to call customers from within the Lightning Service Console?

- A. Local Presence
- **B. Lightning Dialer**
- C. Macros
- D. Open CTI

Answer: B

NEW QUESTION # 170

Field engineers often need to access current inventory levels of products the customer has purchased while at customer sites.

Which solution should a Consultant recommend to meet this requirement?

- A. Develop and publish a knowledge management system
- B. Configure Visual Flows on Salesforce mobile.
- C. Integrate with an enterprise resource planning system.
- **D. Implement Field Service Lightning.**

Answer: D

Explanation:

Field Service Lightning is a product that enables you to manage your mobile workforce, optimize schedules, track inventory, and resolve issues in the field. Field engineers can use the Field Service Lightning mobile app to access current inventory levels of products the customer has purchased while at customer sites. They can also view their assigned work orders, get directions, update statuses, and capture signatures. Verified References: [Field Service Lightning Overview](#)

NEW QUESTION # 171

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