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Salesforce Certified Service cloud consultant Sample Questions (Q132-Q137):

NEW QUESTION # 132
Universal Containers is changing their case management system to salesforce. All active accounts, contacts, open cases and closed cases for the past five years must be migrated to salesforce for go-live.
Which approach should the consultant use for date migration?

- A. Plan, prepare, test, execute, validate.
- B. Plan, prepare, validate, execute, test
- C. Prepare, plan, Test, execute, validate.
- D. Prepare, plan, validate, execute, test

Answer: A

Explanation:
Plan, prepare, test, execute, validate is the approach that the consultant should use for data migration from the legacy case management system to Salesforce. This approach follows the best practices for data migration projects, such as defining the scope, mapping the fields, cleaning the data, testing the migration process, executing the migration in batches, and validating the results.
Verified References: :
https://trailhead.salesforce.com/en/content/learn/modules/data_migration/data_migration_process :
https://trailhead.salesforce.com/en/content/learn/modules/data_migration/data_migration_best_practices

NEW QUESTION # 133
The Universal Containers contact center offers support through phone, email, public website, and a Community. The contact center manger wants to demonstrate the success of recent self-service initiatives to executive management.
Which two reports should the contact center manager present to executive management?
Choose 2 answers

- A. Average call handle time by team.
- B. Number of cases created - - Site by month
- C. Number of cases closed by a self-service user
- D. Number of IVR inquiries without agent involvement.

Answer: B,C

Explanation:
Explanation
Number of cases created by site by month and Number of cases closed by a self-service user are reports that the contact center manager should present to executive management to demonstrate the success of recent self-service initiatives. These reports can help measure the impact and effectiveness of self-service channels, such as public website and community, on reducing the case volume and increasing the customer satisfaction.
For example:
Number of cases created by site by month is a report that shows the distribution and trend of case creation across different sources, such as phone, email, web, or community, over time. This report can help evaluate the adoption and usage of self-service channels by customers, as well as compare the case volume and workload between different channels.
Number of cases closed by a self-service user is a report that shows the number and percentage of cases that were resolved by customers themselves without agent involvement. This report can help assess the quality and effectiveness of self-service resources, such as knowledge articles, FAQs, forums, or chatbots, as well as measure the cost savings and customer satisfaction from self-service resolution.
Verified References: [Service Cloud Consultant Certification Guide & Tips], Create Reports and Dashboards for Self-Service

NEW QUESTION # 134
An organization has requested guidance on how to delete customers' personal data when they are no longer associated with the company to stay compliant with global data protection and privacy regulations.
Which solution should the consultant recommend to meet the requirement?

- A. Search and remove all customer information, including records and in unindexed freetext fields, and refresh sandboxes to ensure no data retention.
- B. Search for all customer information across environments and deactivate accounts or Experience Cloud users associated

with the contact.
- C. Search for all customer information in production and manually edit the fields of each record to scramble the data so that it is no longer searchable

Answer: A

Explanation:
To comply with global data protection and privacy regulations, the consultant should recommend systematically searching for and removing all customer personal data from production and sandbox environments. This includes data in records and unindexed free text fields, followed by refreshing sandboxes to eliminate any residual data, ensuring compliance and safeguarding customer privacy.

NEW QUESTION # 135

Universal Containers is exploring ways to provide its customers with more self-service options in its new Customer Community to reduce the number of interactions with their contact center. Which two features should a Consultant consider implementing? Choose 2 answers

- A. Enable Live Agent in their community to chat with an agent.
- B. Add the Question action to Chatter in the community publisher.
- C. Use a community template to set up their customer community.
- D. Enable web -to -case on their public website.

Answer: B,C

NEW QUESTION # 136

Universal Containers (UC) is in the process of setting up Experience Cloud. UC needs to give customers access to their agreed upon response times via the portal.
Which solution should a consultant recommend?

- A. Maintenance Plans
- B. Milestones
- C. Service Contracts

Answer: C

Explanation:
For Universal Containers (UC) to provide customers access to their agreed-upon response times via the Experience Cloud portal, implementing Service Contracts is the most suitable solution. Service Contracts in Salesforce allow organizations to define and manage the agreements made with customers, including terms of service, entitlements, and response times. By integrating Service Contracts with the Experience Cloud portal, UC can ensure that customers have visibility into their specific service agreements, fostering transparency and setting clear expectations for service delivery.

NEW QUESTION # 137

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