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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q142-Q147):

NEW QUESTION # 142

Universal Containers wants to display a history of all of today's changes to a case in the order that occurred on a single page view. This requirement includes comments, emails, and edit to case fields. What tool should a consultant recommend to implement this requirement?

- A. Visualforce custom page Questions & Answers PDF Page 6
- B. Process Builder
- C. Salesforce Console for Service
- D. Auto launch flow

Answer: C

Explanation:

Explanation

Salesforce Console for Service is a tool that can implement the requirement of displaying a history of all of today's changes to a case in the order that occurred on a single page view. Salesforce Console for Service is a workspace that allows agents to manage multiple cases and interactions on a single screen. It includes a feed-based layout that shows a history of all the changes to a case, such as comments, emails, and edits to case fields, in chronological order. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.console2_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.console2_feed_based_layouts.htm&type=5

NEW QUESTION # 143

Universal Containers has an active presence on Twitter and Facebook. Customers' requests from these social media channels should be responded to by support agents.

What should a consultant recommend to meet this requirement?

- A. Social Customer Service for Twitter and Facebook.
- B. Social Persona for Twitter and Facebook.
- C. Einstein Bot social queues.
- D. Social Media Marketing message tagging.

Answer: A

Explanation:

Explanation

Social Customer Service is a feature that allows agents to respond to customer requests from social media channels such as Twitter and Facebook. Agents can create cases from social posts, reply to customers using social handles, and monitor social conversations using keywords and hashtags. Verified References: Service Cloud Consultant Certification Guide & Tips, Social Customer Service Overview

NEW QUESTION # 144

The Universal Containers sales team has been so successful in signing new customers that the support team is unable to provide same-day customer assistance.

What should a consultant recommend to address this problem?

- A. Limit Customers to 5 Cases per day.
- **B. Provide a self-help Customer Community.**
- C. Add more support phone lines.
- D. Ask sales reps to respond to support Cases.

Answer: B

NEW QUESTION # 145

What method can NOT be leveraged to capture Cases in addition to via the Case tab?

- A. Customer Portal
- **B. Chatter feeds**
- C. Self Service Portal
- D. Email to Case

Answer: B

NEW QUESTION # 146

Cloud Kicks (CK) has multiple product lines. CK is preparing to launch a public knowledge base for customers that will have 2,500 articles. The company wants an easy way for users to find relevant articles based on its product.

What is the recommended method to meet the requirement?

- A. Screen Flow
- **B. Data Category groups**
- C. Topics for objects

Answer: B

Explanation:

Using Data Category groups allows Cloud Kicks to organize their large volume of articles by product, making it easier for users to find relevant information. This method enhances the searchability and user experience of the public knowledge base by categorizing articles in a way that aligns with the company's product lines.

NEW QUESTION # 147

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