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Salesforce Certified Service cloud consultant Sample Questions (Q64-Q69):

NEW QUESTION # 64
Universal Containers (UC) is migrating from a legacy case management system to Salesforce. UC would like to retain the existing parent-child relationships between cases.
What should a consultant recommend?

- A. Migrate child cases first.
- B. Migrate parent cases first.
- C. Migrate parent and child cases together.

Answer: C

Explanation:

When migrating from a legacy case management system to Salesforce, it's essential to retain the existing parent-child relationships between cases. Migrating parent and child cases together ensures that these relationships are preserved in the new system. This approach requires careful planning and mapping of case relationships during the migration process to maintain the hierarchical structure of cases, ensuring continuity and integrity of case management practices in Salesforce.

NEW QUESTION # 65

If a Case cannot be resolved after Tier 1 has performed their troubleshooting steps, the case must be escalated to Tier 2 support. Tier 2 has additional troubleshooting steps. How can a Consultant configure the Lightning Service Console to support this requirement?

- A. Define separate Record Types for Tier 1 and Tier 2
- B. Implement Lightning Guided Engagement
- C. Configure a Visual Flow Troubleshooting Action
- D. Enable Omni-Channel Case assignment

Answer: B

Explanation:
Explanation
Lightning Guided Engagement is a feature that allows you to create and display interactive guides for agents in the Lightning Service Console. Lightning Guided Engagement uses flows to define the steps and logic for each guide, such as displaying prompts, collecting inputs, updating records, or branching based on conditions. You can then use the Engagement component to embed the guides in the Service Console and trigger them based on record criteria, such as case status, priority, or product. Lightning Guided Engagement can help you configure the Lightning Service Console to support different troubleshooting steps for Tier 1 and Tier 2 support by creating different guides for each tier and displaying them based on the case record type or owner.
Verified References: Service Cloud Consultant Certification Guide & Tips, Create Interactive Guides with Lightning Guided Engagement

NEW QUESTION # 66

UC has completed development and testing of its Service Cloud implementation and plans to migrate functionality from the sandbox environment to the production environment. What should be used for migration functionality?

- A. Visual Workflow, data loader, and Force.com IDE
- B. Mass Transfer Records, change sets, and Force.com migration tool
- C. Force.com migration tool, Force.com IDE, and change sets
- D. Data loader, change sets, and Force.com Excel Connector

Answer: C

NEW QUESTION # 67

Universal Containers wants to implement best practices for its customer support teams and has decided to follow a Knowledge-Centered Support (KCS) methodology.
Which benefit can be expected?

- A. Reduced issue resolution time
- B. Reduced post-interaction time
- C. Reduced first contact resolution time

Answer: A

Explanation:
Implementing a Knowledge-Centered Support (KCS) methodology focuses on integrating knowledge creation and maintenance into the problem-solving process. This approach ensures that as agents resolve customer issues, they simultaneously create or refine knowledge articles. Over time, this leads to a rich knowledge base that can be leveraged to solve similar issues more quickly, thus reducing the overall issue resolution time as agents and customers alike can find answers more efficiently.

NEW QUESTION # 68

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

Answer: A

NEW QUESTION # 69

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Jonathan has worked with C-suite clients and Service-Cloud-Consultant business leaders across the globe on human resources management and workforce analytics,The book covers the features of C++ needed for Service-Cloud-Consultant Certificate Exam writing engineering programs, including many features of object-oriented programming.

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