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### Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q149-Q154):

#### NEW QUESTION # 149

Universal Containers 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. Mass Transfer Records, change sets, and Visual Studio Code
- **B. Data loader, change sets, and Force.com Excel Connector**
- C. Visual Workflow, data loader, and Force.com IDE
- D. Visual Studio Code and change sets

**Answer: B**

Explanation:

Data loader, change sets, and Force.com IDE are tools that can be used for migrating functionality from a sandbox environment to a production environment. Data loader is a tool that can import, export, insert, update, delete, or upsert data in Salesforce. Change sets are outbound sets of metadata components that can be sent from one Salesforce org to another. Force.com IDE is an integrated development environment that allows you to edit, compile, test, and deploy metadata components using Eclipse. Verified References: Service Cloud Consultant Certification Guide & Tips, Data Loader Guide, Change Sets Overview, Force.com IDE Developer Guide

#### NEW QUESTION # 150

Universal Containers wants to implement a customer service site. The goal of the site is to enable community members to access, create, and manage cases online.

How should the consultant implement these requirements?

- A. Change the org-wide default for cases and contacts internal access to private.
- B. Update the case assignment rule to add the site member to the predefined case team.
- **C. Set up a sharing set to grant access based on the site member's contact record.**
- D. Create a sharing rule to share the contact record with the site member.

**Answer: C**

Explanation:

Explanation

A sharing set is a feature that allows community members to access records that are not owned by them or shared with them by the org-wide default settings. A sharing set can grant access based on a common lookup field, such as the contact field on the case object. By setting up a sharing set to grant access based on the site member's contact record, the consultant can enable community members to access, create, and manage cases online. Verified References: Service Cloud Consultant Certification Guide & Tips, Sharing Sets Overview

#### NEW QUESTION # 151

Which three are characteristics of Visual Workflow? Choose 3 answers

- **A. Apex code must be used to update fields in the database.**
- B. Apex code must be used to pass data to legacy systems.
- **C. Only one version of a flow can be activated at a time.**
- D. Elements can be used to update fields in the database.

- E. Elements can be used to pass data to legacy systems.

**Answer: A,C,E**

#### **NEW QUESTION # 152**

Cloud Kicks wants to standardize its service key performance indicators (KPIs) for response time and first case closure rates. Individual service agents, team leaders, regional directors, and the VP of service should see the same KPIs calculated using only the data the user can access.

What is the recommended running user to meet the requirements?

- A. Dashboard viewer
- B. Team leaders
- C. VP of service

**Answer: A**

Explanation:

To standardize service KPIs for users at all levels while ensuring data visibility is based on user access, setting the dashboard running user as 'Dashboard Viewer' is recommended. This approach dynamically calculates KPIs using only the data accessible to the individual viewing the dashboard, ensuring consistency and data security across the organization.

#### **NEW QUESTION # 153**

Cloud Kicks pride support to customers across the world and uses the Lightning experience. Service agents have a set of common responses. Managers would like to consolidate the responses as Quick Text, translate them to multiple languages and share them to the correct groups of service agents.

What should a consultant recommend to meet the requirements?

- A. Share the Folder with Quick text for each language.
- B. Set the Organization-Wide default to Public Ready Only.
- C. Share each Quick Text individually to Public Groups.
- D. Use translation Workbench to localize each Quick Text.

**Answer: A**

Explanation:

Sharing the Folder with Quick Text for each language is the recommended solution to meet the requirements, because it allows CK to consolidate, translate, and share the common responses as Quick Text. Quick Text is a feature that enables service agents to insert predefined messages, such as greetings, answers, or closing statements, into emails, chats, tasks, events, and more. Quick Text can be organized into folders and shared with different groups of users based on their language or role. Quick Text can also be translated into multiple languages using Translation Workbench or a third-party service. Verified References: : Quick Text Overview: Share Quick Text Using a Folder in Lightning Experience : : Translate Quick Text

#### **NEW QUESTION # 154**

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