

Salesforce Service-Cloud-Consultant Exam Questions—Experts Are Here To Help You



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Salesforce Certified Service cloud consultant Sample Questions (Q248-Q253):

NEW QUESTION # 248

Universal Containers (UC) has a policy that requires all email traffic to remain within its firewall. UC receives up to 2,000 cases per day, some of which include large email attachments from customers.

When implementing Salesforce in this scenario, which solution should a consultant recommend?

- A. Email-to-Case
- B. Email relay
- C. deg -Demand Email-to-Case

Answer: A

Explanation:

For Universal Containers, which requires all email traffic to remain within its firewall and handles a high volume of cases with attachments, Email-to-Case is the recommended solution. Email-to-Case allows emails to be converted into cases within Salesforce while keeping email data secure within the company's firewall, accommodating the need for security and efficiency in handling

customer cases.

Email-to-Case is the Salesforce standard for handling high-volume email processing securely. It allows for secure transmission via TLS encryption, and it can efficiently process large volumes (such as 2,000+ cases /day) including multiple attachments.

Salesforce Email-to-Case offers the scalability, encryption, and attachment handling required for compliance with secure email policies. It also allows for configuration of attachment size limits and filtering.

A custom email service might offer flexibility but would be costlier to maintain and implement, and Einstein Activity Capture is intended for syncing email/calendar data, not for case creation or secure intake of customer email attachments.

Reference: Salesforce Help Documentation - Email-to-Case - Security and Attachment Management

NEW QUESTION # 249

Cloud Kicks is changing its case management system to Salesforce. All active accounts, contacts, and closed cases for the past 5 years need to be migrated to Salesforce for go-live.

Which approach should a consultant use for data migration?

- A. Prepare, Plan, Test, Validate, Execute
- B. Plan, Prepare, Execute, Test, Validate
- C. Plan, Prepare, Test, Execute, Validate

Answer: C

Explanation:

For data migration to Salesforce, including active accounts, contacts, and historical cases, the recommended approach is to Plan, Prepare, Test, Execute, and Validate. This structured approach ensures thorough preparation, testing for accuracy, execution of the migration, and validation of the data post-migration, ensuring a smooth transition to Salesforce with accurate and complete data.

NEW QUESTION # 250

Universal Containers initiates cases based on electronic transmissions from power units. The case management process is as follows: A work order is submitted to a field service team to perform a technical review.

After the technical review is closed, an agent needs to contact the customers to review the activities.

Cases can only be closed after the customer review has been completed.

Universal Containers needs to determine whether the work orders and customer contacts should be stored as child cases or on a related custom object.

Which three aspects should the consultant consider to meet these requirements?

Choose 3 answers

- A. Case closure rules on the original case
- B. Total number of account and contact records in the database
- C. Visibility and access to the work order records
- D. Work order and customer contact escalation requirements
- E. Account team relationship to the primary contact

Answer: A,C,D

NEW QUESTION # 251

Universal Containers requires that a case is logged for every incoming support call. Each case could require an associated Return Materials Authorization (RMA) and/or Field Service Request (FSR). The original case CANNOT be closed until all RMAs and FSRs are closed. Universal Containers is considering whether RMAs and FSRs should be stored on a child case or on a related custom object. What should Universal Containers consider when designing the solution? Choose 3 answers

- A. Visibility and access to the RMA and FSR records
- B. Average incoming case volume
- C. Case closure rules on the original case
- D. RMA and FSR escalation requirements
- E. Relationship to the primary contact

Answer: A,C,D

NEW QUESTION # 252

A consultant is working on a Service Cloud implementation with a fixed budget and timeline. Additional requirements were discovered early on that will result in the project exceeding timeline and budget constraints.

What is the first step the consultant should take to address the issue?

- A. Incorporate the additional requirements to the project scope and continue with the original project schedule.
- **B. Prepare a change order to account for the additional requirements and communicate the new project schedule.**
- C. Document the gap in requirements and discuss the schedule and budget Impact with the project team.

Answer: B

Explanation:

When additional requirements are discovered that impact the project's timeline and budget, preparing a change order to account for these requirements is the first step. This involves adjusting the project scope, timeline, and budget to accommodate the new requirements, ensuring that all stakeholders are aligned and informed about the changes and implications for the project's delivery.

NEW QUESTION # 253

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