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Salesforce Certified Service cloud consultant Sample Questions (Q117-Q122):

NEW QUESTION # 117

Which Search mechanism should be used to find Case Comments from within the Lightning Service Console?

- A. Global Search
- B. Comments List View
- C. Comment Search Component
- D. Search Utility Component

Answer: A

Explanation:

Explanation

Global Search is the search mechanism that should be used to find case comments from within the Lightning Service Console. Global

Search is a feature that allows you to search for records or information across multiple objects and fields in Salesforce. Global Search can be used to find case comments by entering keywords or phrases in the search box at the top of the Service Console. Global Search can also be used to filter the search results by object, owner, date, or other criteria. Verified References: [Service Cloud Consultant Certification Guide & Tips], Search for Information in Salesforce

NEW QUESTION # 118

Agents at Universal Containers are required to update the Case Status to Waiting for Customer after they send an email to the Case Contact. Support managers are noticing that many agents are forgetting to perform this step. What should a consultant recommend to address this problem?

- A. Create a Validation Rule.
- B. **Create a Case Macro.**
- C. Create an action on Case,

Answer: B

Explanation:

To address the issue of agents forgetting to update the Case Status after sending an email, creating a Case Macro that automates the process of sending the email and updating the status is recommended. This ensures consistency in case management and adherence to support processes, enhancing service quality and managerial oversight.

NEW QUESTION # 119

Universal Containers need 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 the requirements?

Choose 3 answers

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

Answer: B,D,E

Explanation:

Explanation

These are three aspects that the consultant should consider to determine whether the work orders and customer contacts should be stored as child cases or on a related custom object. Work order and customer contact escalation requirements are aspects that affect how urgent and complex the work orders and customer contacts are, and how they should be handled by different levels of agents or managers. Visibility and access to the work order records are aspects that affect who can view and edit the work order records, and how they are shared with other users or groups. Case closure rules on the original case are aspects that affect when and how the original case can be closed, and what actions need to be performed on the related records before closing the case.

Verified References: :

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

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

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

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

NEW QUESTION # 120

Universal Containers Executives want to see contact center metrics from each of its different geographic regions. How should a Consultant support this requirement?

- A. Create a single Dashboard with a Case Team filter.
- B. Create a Dashboard for each Case Team
- C. Create a Dashboard for each Region.
- D. **Create a single Dashboard with a Region filter.**

Answer: D

NEW QUESTION # 121

Universal Containers wants to provide its resellers a secure portal where they can manage their customer accounts, submit and track the status of their cases, and view reports and dashboards.

Which solution should a consultant recommend?

- A. Reseller Community
- **B. Partner Community**
- C. Employee Community
- D. Customer Community

Answer: B

NEW QUESTION # 122

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