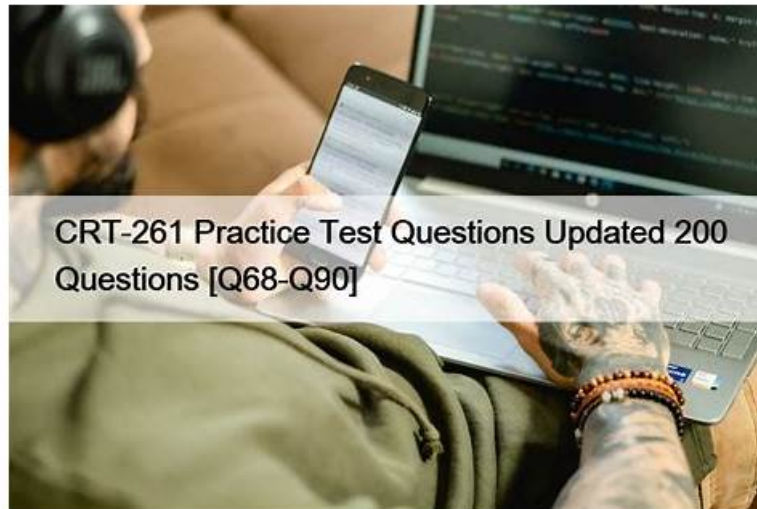


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## Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q47-Q52):

### NEW QUESTION # 47

AW Computing sells and supports personal computers and printers. There are times when support reps are unable to solve the customer's product issues over the phone. In those instances, the customer ships the product back to AW Computing for servicing. What should be implemented to ensure the repairs are completed in a timely manner by technicians with the appropriate skill set?

- A. Service requests are assigned to a queue where the technician can accept it.
- B. Service requests are scheduled using Salesforce Field Service.
- C. Service requests are assigned by the support reps to the technician
- D. Service requests are assigned to the technician using Omni-Channel.

**Answer: D**

**NEW QUESTION # 48**

Which technology will allow a client to enable ideas on a public website? There are two correct answers.

- A. Self-service portal
- **B. Force.com Web Services API**
- C. Customer portalPartner portal
- D. Partner portal
- **E. Force.com Sites**

**Answer: B,E**

**NEW QUESTION # 49**

Universal Containers implemented Case Management to support business-to-consumer (B2C) customers. One custom field includes the customer's Personal Identifiable Information (PII) data. When a case is submitted, an account manager requires Read-Only access and needs to view the customer's PII data. A support engineer requires Read and Write access but no visibility into the customer's PII data.

Which solution should a consultant recommend to meet the requirements?

- **A. Configure Case Team with Read Write and field-level security.**
- B. Configure View All for the Case object and field-level security.
- C. Configure OWD for the Case object and implement Salesforce Shield.

**Answer: A**

Explanation:

To meet the requirements of different access levels for account managers and support engineers, configuring Case Teams with appropriate roles and applying field-level security to the Personal Identifiable Information (PII) data field is advisable. This approach allows for granular control over access to case information and PII data, ensuring that each role has the necessary permissions while maintaining data privacy and security.

**NEW QUESTION # 50**

A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system.

A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system.

Which two metrics can be used to assess the success of the new workforce management system? Choose 2 answers

- A. Quality monitoring score
- **B. Agent utilization**
- **C. Schedule adherence**
- D. Number of calls offered

**Answer: B,C**

**NEW QUESTION # 51**

What should a consultant recommend service agents use?

- A. Einstein Next Best Action Strategy Guilder.
- B. Recommendation Strategy Metrics related list.
- C. Paused now interviews Lightning Component.
- **D. History tab on the Actions & Recommendations component.**

**Answer: D**

#### Explanation:

The History tab on the Actions & Recommendations component is a feature that service agents can use to review the actions they have taken on a case, such as applying macros, sending emails, or updating fields. The History tab also shows the outcome of each action, such as success, failure, or partial success. This helps agents keep track of their progress and troubleshoot any issues.

Verified References: : Review Your Actions History

#### NEW QUESTION # 52

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