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Salesforce

Service-Cloud-Consultant



Salesforce Certified
Service cloud consultant
(WI22)

Version: Demo

[Total Questions: 10]

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Exam Topic Breakdown

Exam Topic	Number of Questions
Topic 1 : Pool A (Main)	5
Topic 2 : Pool B	5
TOTAL	10

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Topic 1, Pool A (Main)

Question #:1 - ([Exam Topic 1](#))

Customer Support Agents are frustrated with how they interact with their current case management solution and have asked for a more streamlined way to manage and view cases.

Which solution will improve productivity and allow the Agents to quickly create and view notes, log calls, update cases, and communicate with customers?

- A. Configure the Case highlights panel
- B. Add a Visualforce page to the Case layout
- C. Create Salesforce Classic Quick Action
- D. Configure Case Feed page layouts

Answer: D

Question #:2 - ([Exam Topic 1](#))

Which two configuration steps are required before quick actions can be used in Macros?

- A. Global Actions needs on the publisher layout.
- B. Quick Actions must be enabled in the org.
- C. The specific quick action must be added to the case Feed.
- D. The specific quick action must be added to the case record Type.

Answer: B C

Question #:3 - ([Exam Topic 1](#))

Universal Containers plans to migrate its existing knowledge base into Salesforce Lightning Knowledge.

Which three statements should be considered?

Choose 3 answers

- A. Attachments and .html files in Classic Knowledge are moved to the Files object.
- B. Visualforce pages refer to Classic article types.

- C. Each article must be associated to a record type.
- D. Approval process history migrate to Lightning Knowledge.
- E. Article numbers change during migration.

Answer: A C D

Question #:4 - ([Exam Topic 1](#))

Universal Containers (UC) wants customers to be notified by email when their issue is resolved. The notification should contain a referencelink in the form of their case number. The customer should be able to click the link and be redirected to the resolved case in UC's Community. Which three features must be configured to accomplish this? Choose 3 answers

- A. Email Alert
- B. Email Relay
- C. Email Template
- D. Assignment Rule
- E. Workfl

Answer: A C E

Question #:5 - ([Exam Topic 1](#))

The Universal Containers' customer support organization has implemented Knowledge Centered Support (KCS) in its call center. However, the call center management thinks that agents are not contributing new knowledge articles as often as they should.

Which two should the company do to address this situation? Choose 2 answers

- A. Measure and reward agents based on the number of new articles submitted for approval.
- B. Measure and reward agents based on the number of new articles approved for publication.
- C. Create a dashboard that includes articles submitted by agents and approved for publication.
- D. Require agents to check a box on the case when submitting a new suggested article.

Answer: A C

Topic 2, Pool B

Question #:6 - ([Exam Topic 2](#))

Which Lightning Service Console feature should be used to enable Service Reps to send emails with attachments to customers based on the Case details?

- A. Process Builder
- B. Lightning Knowledge
- C. Macros
- D. Visual Workflow

Answer: A

Question #:7 - ([Exam Topic 2](#))

A company has created a new onboarding process. An Agent must create ten open activities that align to a step of this onboarding experience. Creating these activities can take up to 20 minutes each to complete.

What should the Agent recommend to minimize costs?

- A. Assign a single agent to create the activities on all new onboarding cases.
- B. Provide a macro that will automatically create the activities when executed.
- C. Add an object-specific custom quick action to create new activities.
- D. Hire a certified developer to write an apex trigger that creates each new activity.

Answer: B

Question #:8 - ([Exam Topic 2](#))

A new customer to Salesforce is considering implementing a customer portal. The customer has millions of users and plans to evaluate a high-volume customer portal.

What is a key consideration when configuring a customer portal?

- A. Users cannot own records

- B. Users can download and view content
- C. Users are not associated with a role in the hierarchy
- D. Users can be part of a case team

Answer: C

Question #:9 - ([Exam Topic 2](#))

After migrating from Knowledge to Lightning Knowledge, Authors are unable to create FAQ article type, but can successfully create Install Notes article type. Support Managers have confirmed that articles of type FAQ exist in Production.

How should a consultant correct this problem?

- A. Grant Authors access to the FAQ record type.
- B. Add Authors to the FAQ Data Category.
- C. Grant Authors access to the FAQ article type.
- D. Set Article Org Wide Default to PublicReadWrite.

Answer: A

Question #:10 - ([Exam Topic 2](#))

SLA says agent must respond within one hour, or if marked "urgent", resolve within one day. How can this best be achieved?

- A. Use entitlements to define a process and milestones
- B. Use case teams to close
- C. Use escalation rules

Answer: A

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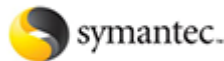
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