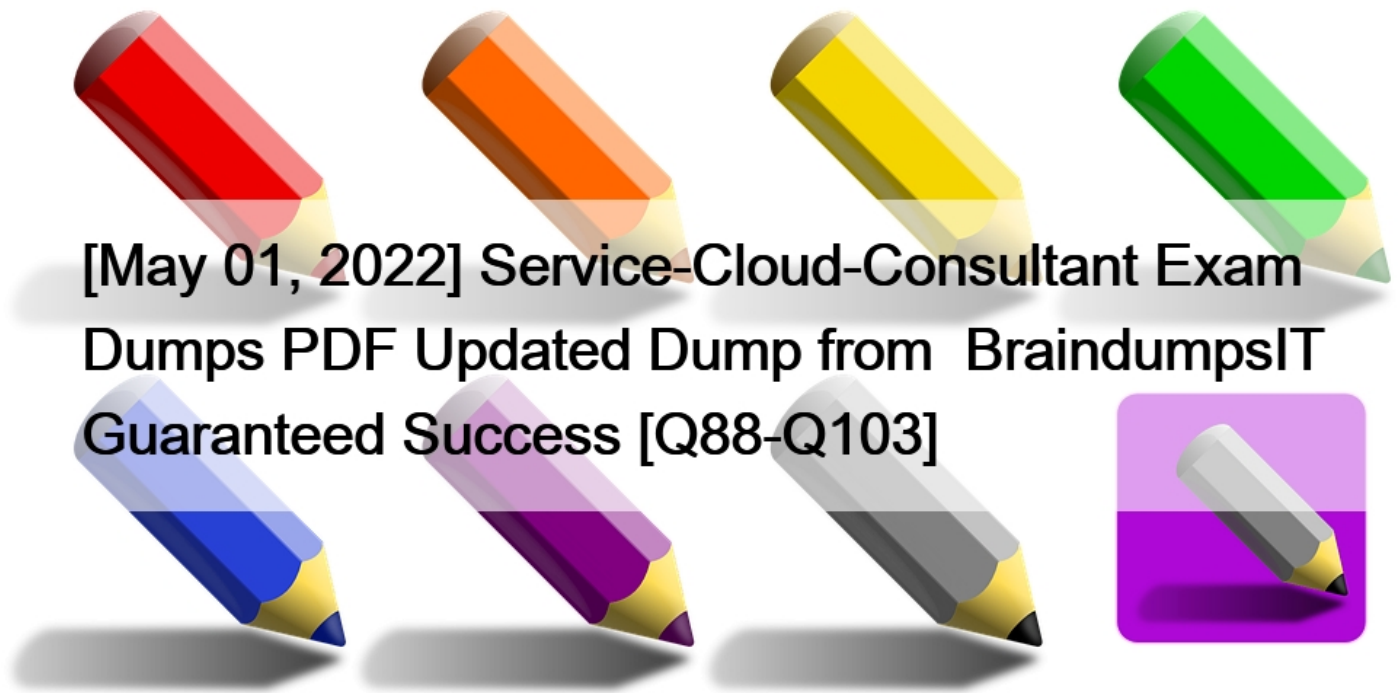# [May 01, 2022 Service-Cloud-Consultant Exam Dumps PDF Updated Dump from BraindumpsIT Guaranteed Success [Q88-Q103

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Q88. Universal containers contact center is experiencing increased call volumes due to a growing product

portfolio.What is the recommended strategy to allow the contact center to handle the increased customer

inquiries more efficiently? (choose 1 answer)
* Hire contact center representatives that specialize in each of the product categories.
* Make contact center representatives accessible 24/7 to distribute the call volume.
* Redirect users from the company site to social media forums about the products.
* Make knowledge base articles and community answers accessible on its website.

Q89. Universal Containers CFO is looking for ways to reduce contact center costs. Which customer service metric should the CFO
monitor to reach the budget goals? (Choose 2)
* First call resolution
* Average handle time
* Upsell percentage
* Customer retention

Q90. The project manager on a Service Cloud implementation is responsible for coordinating user acceptance testing (UAT) for a
customer. Which tasks should be completed prior to UAT? (Choose 2)
* Verification of the production migration checklist

* Approval of test scripts from the business lead
* Verification that sample data has been loaded
* Fund customer approval on training materials

Q91. Universal Containers wants to implement a new web presence to support its customers. It has provided the following requirements:

* Ability for visitors to search Knowledge articles without registering or logging in

* Ability for over one million registered customers to securely submit cases and view the status of those cases

* Ability to display white papers to registered customers

* Ability for registered customers to save favorite Knowledge articles for easy access later What should the consultant recommend as part of the solution?
* Implement Partner Communities with Knowledge.
* Implement Customer Communities with Content.
* Implement Employee Communities with Content.
* Implement Customer Communities with Knowledge.

Q92. Universal Containers runs a support operation with multiple call centers. The Support Manager wants to measure first-call resolution by call center location, agent, and calendar month.

Which reporting solution should the Consultant recommend?
* Create a list view report that includes fields for call center location, agent, calendar month, and first-call resolution.
* Create a reporting snapshot that includes fields for call center location, agent, calendar month, and first-call resolution.
* Create a joined report that includes fields for call center location, agent, calendar month, and first-call resolution.
* Create a matrix report that includes fields for call center location, agent, calendar month, and first-call resolution.

Q93. UC wants to reduce incoming support phone call volume. What action can be taken to meet this requirement? Choose 2 answers.
* Implement Service Cloud console to support agents
* Leverage Live Agent for web-based chat
* Enable service contracts and entitlements
* Implement Salesforce Knowledge on a portal

Q94. Universal containers has implemented salesforce knowledge and the service manager wants to encourage agents to use knowledge base. Which metric should the service manager monitor? (choose 1 answer)
* Number of article votes
* Number of customer ratings
* Number of approved articles
* Number of archived articles

Q95. The Service Manager at Universal Containers wants to improve the adoption of public Knowledge Articles and has decided to review published articles that have NOT been updated in the last 90 days, so that out-of-date articles can be refreshed. Which solution will allow the Service Manager to see the articles that need to be reviewed?
* Provide the Service Manager with edit permissions to the standard Knowledge Article views.
* Provide the Service Manager with edit permissions to the standard Knowledge Article reports.
* Create a custom report for Knowledge Articles that filters the results based on publication status and last modified date.
* Create a custom list view for Knowledge Articles that filters the results based on publication status and last modified date.

Q96. The Vice President (VP) of Customer Support for Universal Containers has issued a mission statement that “We will empower our customers to interact with us in the way of their choosing.” Universal Containers has recently deployed a new toll-free interactive voice response (IVR) system and knowledgebase. The VP has asked the management team to make additional system enhancements to fulfill this mission statement. Which three should the consultant recommend to achieve the mission statement? Choose 3 answers
* Replace the existing “Chat Now” button on the Customer Community with a toll- free phone number.
* Create a central “Contact Us” page which provides access to all available channels.
* Enforce that customers must search the knowledgebase before they can see the Contact Us page.
* Optimize the customer community for mobile devices to have access to the same support as desktops.
* Enable customers to be emailed FAQs by accessing the interactive voice response 24 hours per day.

Q97. Due to a recent product recall, Universal Containers has experienced a 50% increase in daily calls to the

Contact Center. The Contact Center has increased support to 24×7 with agents working 12-hour shifts. The VP

of Service is concerned about the ability to sustain the increased hours and added cost to support the higher

call volume.

Which recommendation should the Consultant make in anticipation of higher call volume?
* Set up a private Knowledge Base to provide FAQs to customers affected by the recall to defect call.
* Set up telephony integration using a CTI adapter for quicker agent access when customers call in,

reducing average handle time.
* Set up IVR with an automated response for customers affected by the recall to defect calls.
* Set up a customer survey for customers calling in to identify the severity and impact of the recall.

Q98. Universal Containers (UC) is developing a strategy for supporting customers on social media sites. UC’s requirements include the ability to: * Monitor Facebook fan page for new posts and comments from customers * Link new posts and comments to an existing customer record * Respond to posts from the existing Salesforce Console for Service * Create and link social personas to contacts What should a consultant recommend to meet these requirements?
* Create a Lightning Platform app for Facebook monitoring.
* Enable Social Customer Service.
* Integrate Facebook to its existing Customer Community.
* Enable Salesforce social profile on contacts.

Q99. Which case submission process leverages Apex email services?
* Web-to-Case
* Email-to-Case
* On-demand Email-to-Case
* Case submitted using chat

Q100. Universal Containers has a single contact center that handles all service requests including chat, Cases, and

web form submissions. It is important that Reps are assigned work evenly so that all requests are handled in

the order they are received.

How would a Consultant address this requirement?

* Configure Case Assignment Rules
* Configure Omni-Channel with Most Available Routing
* Configure Live Agent Skills-based Routing
* Configure Omni-Channel with Least Active Routing

Q101. A customer-submitted case is routed to a service desk agent at Universal Containers. After the agent responds to the case, the agent realizes the customer is not eligible for support. Which solution should a consultant recommend to prevent this scenario from happening in the future?
* Add the entitlement related list to account page layouts.
* Add the entitlement lookup field to case page layouts.
* Add a Validation Rule that ensures each Case has an entitlement.
* Add a Validation Rule that ensures each Account has an entitlement.

Q102. Universal Containers wants to display a history of all of today’s changes to a case in the order that occurred on a single page view. This requirement includes comments, emails, and edit to case fields.

What tool should a consultant recommend to implement this requirement?
* Auto launch flow
* Salesforce Console for Service
* Visualforce custom page
* Process Builder

Q103. Universal Containers wants articles to be suggested to agents based on information they are typing into the

case. Which solution should a consultant recommend?
* Implement a Salesforce Console for Service and enable the Knowledge sidebar on the case page layout.
* Enable the Knowledge sidebar related list on the case page layout.
* Enable the Knowledge sidebar setting in the case support settings.
* Create a Visualforce page called Knowledge sidebar on the case page layout.

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