

# SERVICE-CLOUD-CONSULTANT<sup>Q&As</sup>

Salesforce Certified Service cloud consultant

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#### QUESTION 1

What is the primary function of a private branch exchange (PBX)?

- A. To receive multiple calls at one time
- B. To use speech recognition to direct calls
- C. To report the caller's background information
- D. To route calls to different agents

Correct Answer: A

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#### QUESTION 2

Universal Containers requires that a case status be updated 48 hours after a solution to the case has been emailed to a customer. Which Salesforce feature would be used to meet this requirement?

- A. Assignment rules
- B. Validation rules
- C. Workflow rules
- D. Auto-response rules

Correct Answer: C

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#### QUESTION 3

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

Which approach should be used for the data migration?

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

Correct Answer: D

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#### QUESTION 4

UC's service center needs to provide support for a new product line. The product manager would like to be notified

whenever a customer reports a new defect. Which solution should a consultant recommend to meet this requirement?

(choose 1 answer)

- A. Use an escalation rule to move cases into the product manager queue
- B. Use Chatter case feed and case teams to monitor cases
- C. Use an assignment rule to assign new cases to the product manager
- D. Use a workflow rule to send an email to the product manager

Correct Answer: D

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#### QUESTION 5

UC has completed development and testing of its Service Cloud implementation and plans to migrate functionality from the sandbox environment to the production environment. What should be used for migration functionality?

- A. Data loader, change sets, and Force.com Excel Connector
- B. Force.com migration tool, Force.com IDE, and change sets
- C. Visual Workflow, data loader, and Force.com IDE
- D. Mass Transfer Records, change sets, and Force.com migration tool

Correct Answer: B

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