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NEW QUESTION: 1

Cloud Kicks (CK) supports customers through chat. Service agents have reported multiple instances where customers have used abusive language. CK wants a way to prevent abusive customers from starting future chat sessions.

What is the recommended feature to meet the requirement?

- A. Create sensitive data rules.
- B. Enable Assistance Flag Configuration setting.
- C. Create an IP blocking rule.

Answer: ([SHOW ANSWER](#))

To prevent customers who use abusive language from starting future chat sessions, creating an IP blocking rule is the recommended feature. This allows administrators to block specific IP addresses from accessing the chat service, effectively preventing abusive customers from initiating new sessions and maintaining a positive and safe environment for both customers and service agents.

NEW QUESTION: 2

Cloud Kicks (CK) uses Lightning Dialer and one-click calling to initiate phone calls to customers. CK has recently received complaints from customers who have set their communication preferences to email only or text only.

What is the most efficient solution the consultant should use to meet the requirements?

- A. Remove the phone number from the page layout.
- B. Use Dynamic Forms to hide the phone number.
- C. Set the Contact Do Not Call field value to True.

Answer: ([SHOW ANSWER](#))

To address customer complaints about receiving calls despite preferences for email or text communication, setting the 'Do Not Call' field value to True on Contact records is the most

efficient solution. This ensures that Lightning Dialer respects communication preferences, preventing calls to customers who have opted out, thereby enhancing customer satisfaction and adherence to communication preferences.

NEW QUESTION: 3

Universal Containers (UC) is implementing Service Cloud within its North America call center to validate key use cases, system capabilities, and integration patterns. The UC leadership team is concerned that the upcoming Salesforce Release schedule may impact the implementation project's development efforts.

What should a consultant recommend that UC's Salesforce admin do in this scenario?

- A.** Postpone the release to the production org so the team can finish the project before the release is deployed.
- B.** Disable updates to the sandbox so the team can continue using the solution without the updates from the release.
- C.** Opt Bp the sandbox in as a Bp preview org g so the team can conduct testing gp prior to the release being g deployed.

Answer: C (LEAVE A REPLY)

Opting the sandbox in as a preview org allows the UC team to test new Salesforce features and updates in a controlled environment before they are deployed to the production org. This proactive approach helps identify and address potential issues, ensuring that the implementation project is not adversely affected by upcoming Salesforce releases.

NEW QUESTION: 4

Universal Containers wants service managers to see a real-time dashboard to understand the current state of their service teams. The managers should be able to see which service reps are online, their current presence status, how long they've been logged in, and their capacity utilization for both primary and interruptible work.

Which Omni Supervisor element(s) should the Service Cloud Consultant recommend for this purpose?

- A.** The Service Reps tab and All Agents subtab
- B.** The Wallboard tab with actionable items
- C.** The Assigned Work tab and Work Summary view

Answer: A (LEAVE A REPLY)

In Omni-Supervisor, the Service Reps tab (and its All Agents subtab) provides real-time visibility into agent availability, presence status, capacity utilization, and login duration. It allows service managers to monitor agent workload across primary and interruptible work types, helping them make data-driven operational decisions.

This functionality directly aligns with the Service Cloud Consultant Exam Guide's Interaction Channels domain, which includes Omni-Channel monitoring and capacity management as key competencies.

Option B (Wallboard) displays overall service metrics but lacks detailed agent-level presence and capacity insights.

Option C (Assigned Work tab) focuses on individual work items and queues, not full agent utilization.

Referenced Salesforce Materials:

* Salesforce Help: "Monitor Agents with Omni-Supervisor" (Service Reps tab and All Agents subtab provide real-time presence and workload insights).

* Service Cloud Consultant Exam Guide - Interaction Channels Domain (Omni-Channel and Supervisor capabilities).

* Salesforce Winter '23 Release Notes - Omni-Supervisor Enhancements.

NEW QUESTION: 5

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

Which metric should a consultant use to assess the success of the new workforce management system?

A. Number of closed cases

B. Agent utilization

C. Deflection rate

Answer: (SHOW ANSWER)

Agent utilization is a key metric for assessing the effectiveness of workforce management systems, as it measures the percentage of time agents spend handling customer interactions compared to their available time. Improvements in agent utilization indicate a more efficient allocation of resources and better capacity planning.

NEW QUESTION: 6

Cloud Kicks (CK) started out as a small shoe company. Now, CK is growing and needs to meet changing customer expectations while also uplifting agent skill sets and organizational success.

In which order would a consultant work through a high-level discussion and planning session with CK?

A. Gather organizational vision, map processes, plan metrics, and plan for user feedback.

B. Gather organizational vision, map processes, plan for user feedback, and define metrics.

C. Gather organizational vision, match appropriate metrics, plan for user feedback, and map processes.

Answer: A (LEAVE A REPLY)

In planning sessions with Cloud Kicks, the recommended approach is to first gather organizational vision, then map out processes, plan key performance metrics, and finally, incorporate a plan for gathering user feedback. This structured approach ensures

alignment with organizational goals, efficiency in processes, measurable outcomes, and continuous improvement based on feedback.

NEW QUESTION: 7

Universal Containers would like to set up Salesforce to automatically route cases to the appropriate service reps based on the following criteria:

- * Cases are generated via email, web form, or Experience site.
- * Service reps should be able to handle three cases at a time.
- * Service reps should be able to choose whether to accept new cases.
- * The service rep's manager should have insight into the rep's workload.

Which tool should the administrator use to route cases based on the support team's requirements?

- A.** Omni-Channel routing
- B.** Case assignment rules
- C.** Record-triggered Flow

Answer: A (LEAVE A REPLY)

Omni-Channel routing is the Salesforce feature designed for intelligent, skill-based, and capacity-based work distribution. It meets all of UC's requirements by:

- * Automatically routing cases from multiple sources (email, web, Experience Cloud).
- * Allowing configurable agent capacity (for example, three cases at a time).
- * Enabling agents to manually accept or decline work via presence configuration.
- * Providing manager visibility through Omni-Supervisor dashboards for workload monitoring.

Case Assignment Rules (Option B) can route records but lack capacity management and live workload tracking.

Record-triggered Flows (Option C) can automate routing logic but do not provide real-time queue and presence management or agent acceptance capabilities.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Interaction Channels Domain (Omni-Channel routing concepts).
- * Salesforce Help: "Route Work to Agents with Omni-Channel".
- * Salesforce Winter '23 Release Notes - Omni-Channel Enhancements (capacity-based routing).

NEW QUESTION: 8

The VP of Service at Cloud Kicks (CK) wants to enable Service Cloud users to access and generate reports using work order data stored in an enterprise data warehouse (EDW).

Which approach should the consultant recommend to streamline this process with minimal effort?

- A.** Create a Custom Object and utilize Data Loader to import work order data into Salesforce.

B. Use Salesforce Connect and External Objects to represent work order data in Salesforce.

C. Implement a batch integration process that runs every 15 minutes to synchronize work order data into Salesforce.

Answer: B (LEAVE A REPLY)

Salesforce Connect allows seamless integration with external systems, enabling real-time access to data stored outside of Salesforce without the need for data duplication. By utilizing External Objects, data from an enterprise data warehouse (EDW) can be represented within Salesforce, allowing users to access and generate reports on work order data directly.

This approach offers several advantages:

- * **Real-Time Data Access:** Users can view the most current data without waiting for scheduled imports.

- * **Reduced Storage Costs:** Since data isn't stored within Salesforce, it minimizes storage usage and associated costs.

- * **Simplified Maintenance:** Eliminates the need for complex data synchronization processes. Compared to importing data via Data Loader or implementing batch integration processes, Salesforce Connect provides a more streamlined and efficient solution for accessing external data sources.

References:

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https://developer.salesforce.com/docs/atlas.en-us.object_reference.meta/object_reference/sforce_api_objects_external_objects.htm

NEW QUESTION: 9

A business-to-consumer (B2C) company wants to decrease service costs. Currently, customers pay invoices and update their contact information by mailing paper payslips back to the company.

What is the recommended solution to meet the requirements?

A. Experience Cloud with payment processing

B. Einstein Bots with check processing

C. Service Cloud Voice with Tele-pay

Answer: (SHOW ANSWER)

To decrease service costs and modernize the process of paying invoices and updating contact information, implementing an Experience Cloud site with integrated payment processing capabilities is recommended.

This allows customers to manage their accounts and transactions online, reducing reliance on paper-based processes and enhancing overall efficiency.

NEW QUESTION: 10

Universal Containers (UC) wants to improve case management by assigning cases to agents based on their relevant product specialization. UC also wants to automatically assign agents to the next case to evenly distribute the case workload.

A. Use the Most Available routing model.

B. Use the agents' Presence Status.

C. Use Most Cases Closed report.

Answer: (SHOW ANSWER)

The Most Available routing model in Omni-Channel automatically assigns the next case to the agent with the most remaining capacity, ensuring fair and even workload distribution. It can be combined with skills-based routing so that only agents with the appropriate product specialization receive the case.

Option B (Presence Status) only defines whether an agent is available but doesn't control assignment logic.

Option C (report) is a performance tracking tool, not a routing mechanism.

Referenced Salesforce Materials:

* Service Cloud Consultant Exam Guide - Interaction Channels Domain.

* Salesforce Help: "Configure Routing Models in Omni-Channel."

* Salesforce Winter '23 Release Notes - Skills-Based Routing Enhancements.

NEW QUESTION: 11

Universal Containers wants to add functionality to its Service Cloud implementation so customers are able to add digital files to case records.

Which functionality should a consultant recommend to meet these requirements?

A. Email-to-Case

B. Web-to-Case

C. Slack Connect

Answer: B (LEAVE A REPLY)

To add functionality allowing customers to attach digital files to case records, Web-to-Case is recommended.

This feature enables customers to submit cases through a web form, including the capability to attach files, facilitating the collection of additional information that can assist in case resolution.

NEW QUESTION: 12

Cloud Kicks (CK) supports customers through Salesforce Messaging. Service agents have reported multiple instances where customers have used abusive language. CK wants a way to prevent abusive customers from starting future messaging sessions.

A. Create an IP blocking rule.

B. Create an Omni-Flow.

C. Create a record-triggered Flow.

Answer: C (LEAVE A REPLY)

A record-triggered Flow can be used to automatically update or restrict future messaging access when a customer's record (for example, contact or messaging session) meets specific criteria-such as detecting abusive behavior or a flag field being set. This automation can block or flag future messaging sessions at the data level.

Option A (IP blocking) is not supported natively in Salesforce Messaging.

Option B (Omni-Flow) manages work routing, not user eligibility for channel access.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Interaction Channels Domain.

- * Salesforce Help: "Automate Messaging Restrictions Using Record-Triggered Flows."

- * Salesforce Spring '24 Release Notes - Messaging Controls and Automation Enhancements.

NEW QUESTION: 13

Universal Containers has recently implemented an Experience Cloud site to allow its customers to create and update their cases online. Customers should only be able to access the cases where they are listed as the contact, including cases created by the support team on their behalf.

A. A sharing rule to ensure record access is granted based on the Experience Cloud site user role hierarchy.

B. A sharing set to grant the Experience Cloud site user access to records associated to their Contact record.

C. An organization-wide default of Public Read/Write on the Case object.

Answer: B (LEAVE A REPLY)

For Experience Cloud customer users, Sharing Sets are the correct mechanism to provide access to records linked to their own Contact or Account. By creating a sharing set for the Case object, UC can ensure users see only the cases where they are the associated contact-even if the cases were created internally.

Option A (sharing rule) applies to internal users, not Experience users.

Option C (Public Read/Write) violates data security and exposes all customer cases.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Service Cloud Solution Design Domain.

- * Salesforce Help: "Grant Record Access to Portal Users with Sharing Sets."

- * Salesforce Experience Cloud Implementation Guide - Sharing Set Configuration.

NEW QUESTION: 14

Cloud Kicks wants to create a secure, branded mobile app that its Experience Cloud customers can use to create and track cases, see upcoming product announcements, and interact with other customers who have common interests.

Which mobile development option should the consultant recommend?

A. Create two custom mobile apps, one for Apple and the other for Android.

B. Explain that community users can access the site through a web browser.

C. Use Salesforce Mobile Publisher to create a common app for both Apple and Android.

Answer: C ([LEAVE A REPLY](#))

For creating a secure, branded mobile app for Experience Cloud customers, utilizing Salesforce Mobile Publisher is recommended. This tool allows for the creation of a unified mobile app compatible with both Apple and Android devices, providing a seamless experience for customers to engage with the brand, track cases, and interact with the community.

NEW QUESTION: 15

Cloud Kicks has hired a Service Cloud Consultant to build out its reports. The consultant has created a Case History report to track the history of standard and custom fields on cases and solutions where field histories are set up for tracking.

What should the consultant keep in mind when working on this report type?

A. The Data Type and New Value fields are available for viewing only.

B. The User and New Value fields are available for viewing only.

C. The Old Value and New Value fields are available for viewing only.

Answer: ([SHOW ANSWER](#)**)**

In a Case History report, Salesforce tracks field changes for any fields that have field history tracking enabled.

For each tracked field, the Old Value and New Value are recorded, providing an audit trail of how and when data changed. These two fields - Old Value and New Value - are available for viewing only and cannot be edited or updated.

This report helps service managers analyze how cases evolve over time and identify process bottlenecks or data integrity issues.

Option A is incorrect because "Data Type" is not a tracked field in history reports.

Option B is incorrect because the "User" field (who made the change) is editable in user management, not view-only within this report type.

Referenced Salesforce Materials:

* Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.

* Salesforce Help: "Case History Reports and Field History Tracking Behavior."

* Salesforce Trailhead: "Track Field History for Auditing and Reporting."

NEW QUESTION: 16

Universal Containers has decided to implement a Web-to-Case form on its website so customers can submit support requests instead of calling the customer service center. The product owner has asked the consultant to create the implementation plan and research solutions.

What should the consultant do before creating an implementation plan?

A. Review Service Setup Assistant for Web-to-Case.

B. Review guidelines and limits for Web-to-Case.

C. Review Einstein Conversation Mining for Web-to-Case.

Answer: B (LEAVE A REPLY)

Before creating an implementation plan for Web-to-Case, reviewing the guidelines and limits for this feature is essential. Understanding these constraints ensures that the implementation aligns with Salesforce's capabilities and limitations, facilitating a smooth and effective deployment of the Web-to-Case form.

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NEW QUESTION: 17

The support team at Cloud Kicks would like to implement a messaging tool to provide deflection for common questions, gather customer experience feedback, and match feedback to service organizational goals.

What should the Service Cloud Consultant recommend to meet the requirements?

- A.** A contact support form for feedback and the Case Deflection component in Experience Cloud
- B.** A conversation component with survey options and Recommended Articles in the console
- C.** An enhanced Einstein Bot with Feedback Collection and Generative Knowledge Answers

Answer: C (LEAVE A REPLY)

The enhanced Einstein Bot (as of Salesforce Spring '24) supports Generative Knowledge Answers and Feedback Collection features. This allows Cloud Kicks to:

- * Automatically deflect common questions by generating natural, contextually accurate responses from Knowledge Articles,
- * Collect customer feedback directly during or after conversations, and
- * Align insights with organizational service KPIs through analytics.

This solution combines conversational automation with continuous improvement via feedback tracking- meeting all the outlined requirements.

Option A (support form and case deflection) is static and lacks conversational automation or integrated feedback.

Option B (conversation component and surveys) addresses engagement but not automated deflection using AI- driven responses.

Referenced Salesforce Materials:

- * Salesforce Spring '24 Release Notes - Einstein Bots: Generative Knowledge Answers and Feedback Enhancements.
- * Service Cloud Consultant Exam Guide - Interaction Channels Domain.
- * Salesforce Help: "Use Einstein Bots for Feedback and Knowledge Deflection."

NEW QUESTION: 18

Support reps at Cloud Kicks handle three unique types of customer issues. Support rep turnover is high, so there are many inexperienced reps on the front lines. Management would like a way for all reps to gather information relevant to the specific issue in a user-friendly interface and ensure Einstein Next Best Action is displayed.

Following best practices, how should the admin configure Service Cloud to meet these requirements?

- A.** Use the Actions & Recommendations component to launch flows.
- B.** Create a Lightning record page for each record type.
- C.** Define page layouts, record types, and support processes.

Answer: A ([LEAVE A REPLY](#))

The Actions & Recommendations component is the Salesforce best practice for guiding support reps through issue-specific processes and ensuring Einstein Next Best Action is displayed contextually. It allows admins to embed screen flows or recommended actions directly within the Service Console, enabling reps to collect relevant information and follow standardized steps.

This aligns with the Service Cloud Solution Design domain in the exam guide, which stresses designing intuitive and guided agent experiences.

Option B would fragment the user experience across record pages, making training and navigation difficult.

Option C is part of standard case setup but does not provide guided flows or actionable recommendations for new agents.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Service Cloud Solution Design Domain.
- * Salesforce Help: "Guide Agents with the Actions & Recommendations Component".
- * Salesforce Spring '24 Release Notes - Einstein Next Best Action Enhancements.

NEW QUESTION: 19

Cloud Kicks (CK) provides product support based on Service Contracts. A customer's Service Contract includes the same Service Level Agreement (SLA) for both Cases and Work Orders. CK would like an efficient method to manage the setup.

What is the recommended configuration to meet the requirements?

- A.** Create a single entitlement process on both the Case and the Work Order.
- B.** Create a Flow to assign the entitlement process to the Work Order.
- C.** Create separate entitlement processes for the Case and Work Order.

Answer: ([SHOW ANSWER](#))

When both Cases and Work Orders share the same Service Level Agreement (SLA), Salesforce best practice is to create a single entitlement process and apply it to both objects. This ensures consistency, reduces maintenance, and simplifies SLA tracking. The entitlement process can be configured once and then linked via Entitlement Templates or automation for both record types.

Option B (Flow) adds unnecessary complexity if both objects share identical milestones. Option C (separate processes) would create redundant configurations for the same SLA terms.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Case Management Domain.
- * Salesforce Help: "Use Entitlement Processes with Cases and Work Orders."
- * Salesforce Field Service and Service Cloud Integration Guide - Shared Entitlements Best Practices.

NEW QUESTION: 20

A company is planning for the migration of an existing external knowledge base into Salesforce Knowledge.

Which set of factors should be considered when selecting the articles to migrate?

- A.** Original creation date and total number of article views in the last year
- B.** Last modified date and terms searched frequently in the last year
- C.** Last modified date and total number of article view in the last year

Answer: C (LEAVE A REPLY)

When selecting articles for migration into Salesforce Knowledge, considering the last modified date and total number of article views in the last year is important. This ensures that the most current and frequently referenced content is prioritized, enhancing the relevance and utility of the knowledge base in Salesforce.

NEW QUESTION: 21

Which approach should a consultant use to ensure that Lightning Knowledge searches only display articles for a service agent's product specialization?

- A.** Create a data category for each product. Assign data categories to service agents.
- B.** Create an article action for each record type. Assign record types to service agents.
- C.** Create a permission set for each record type. Assign permissions to service agents.

Answer: A (LEAVE A REPLY)

Creating a data category for each product and assigning these categories to service agents based on their product specialization ensures that agents only see relevant articles during Lightning Knowledge searches.

This approach streamlines access to information and enhances support efficiency for specific product lines.

NEW QUESTION: 22

Universal Containers (UC) is ramping up its Knowledge program. UC has a robust analytics team that would like to report on trends in Knowledge Searching, User Activity, and Data Category Usage.

Which reporting solution should a consultant recommend?

- A. Custom Report Types with Reports and Dashboards
- B. Knowledge Base Reports and Dashboard Package Installation
- C. Knowledge Dashboard Pack for CRM Analytics Installation

Answer: B (LEAVE A REPLY)

For Universal Containers to report on trends in Knowledge Searching, User Activity, and Data Category Usage, installing the Knowledge Base Reports and Dashboard package is recommended. This package provides pre-built reports and dashboards specifically designed for analyzing Knowledge usage and performance, enabling UC's analytics team to gain insights into Knowledge program effectiveness.

NEW QUESTION: 23

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

Which approach should a consultant use for data migration?

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

Answer: C (LEAVE A REPLY)

For data migration to Salesforce, including active accounts, contacts, and historical cases, the recommended approach is to Plan, Prepare, Test, Execute, and Validate. This structured approach ensures thorough preparation, testing for accuracy, execution of the migration, and validation of the data post-migration, ensuring a smooth transition to Salesforce with accurate and complete data.

NEW QUESTION: 24

Cloud Kicks is thinking about implementing Swarming in Slack to allow multiple experts to collaborate on cases.

What should they consider before implementation?

- A. Swarming can only be initiated from Slack.
- B. Messages from a swarm can be shared to the case feed.
- C. Swarms can be closed from Slack or Salesforce.

Answer: C (LEAVE A REPLY)

Swarming in Slack for Service Cloud allows experts to collaborate on complex cases within Slack channels that are linked to Salesforce records. Swarms can be initiated or closed from either Slack or Salesforce, maintaining synchronization between both platforms.

This feature enhances real-time collaboration while ensuring updates, closures, and outcomes are reflected in Service Cloud automatically.

- * Option A is incorrect-swarms can be initiated from either Slack or Salesforce.
- * Option B is partially correct but incomplete-messages are visible in the swarm context, but the defining functionality is the bi-directional closure capability.

Referenced Salesforce Materials:

- * Salesforce Spring '24 Release Notes - Service Cloud Swarming Enhancements in Slack.
- * Service Cloud Consultant Exam Guide - Service Cloud Solution Design Domain.
- * Salesforce Help: "Collaborate with Swarming in Slack for Service Cloud".

NEW QUESTION: 25

Universal Containers case managers receive a high volume of new cases daily and would like to improve efficiency across multiple teams with multiple disparate product specializations. Currently, all cases are automatically distributed evenly across all case managers, regardless of the case manager's knowledge of the products related to the case.

What should a consultant recommend to modify the Case Assignment rules?

- A.** Implement Einstein Article Recommendations.
- B.** Implement Skills-Based Routing.
- C.** Implement Queue-Based Routing

Answer: B (LEAVE A REPLY)

Skills-Based Routing is an advanced feature in Salesforce Service Cloud that directs cases to the most qualified case managers based on their skills and expertise. By implementing Skills-Based Routing, Universal Containers can ensure that cases are assigned to case managers with the appropriate product knowledge, improving case resolution efficiency and quality. This method optimizes resource allocation and enhances customer satisfaction by matching cases with the best-suited case managers.

NEW QUESTION: 26

A consultant is working on a Service Cloud implementation with a fixed budget and timeline. Additional requirements were discovered early on that will result in the project exceeding timeline and budget constraints.

What is the first step the consultant should take to address the issue?

- A.** Incorporate the additional requirements to the project scope and continue with the original project schedule.
- B.** Prepare a change order to account for the additional requirements and communicate the new project schedule.
- C.** Document the gap in requirements and discuss the schedule and budget Impact with the project team.

Answer: C (LEAVE A REPLY)

When additional requirements are discovered early in a project that has a fixed budget and timeline, the consultant's first step should be to document the gap in requirements and discuss the potential impacts on schedule and budget with the project team. This approach ensures that all stakeholders are aware of the changes and can collaboratively decide on the best course of action.

Key Considerations:

Scope Management: Clearly defining and managing project scope is crucial. Any changes to the scope should be carefully evaluated for their impact on time and cost.

Stakeholder Communication: Engaging with stakeholders to discuss the implications of additional requirements helps in setting realistic expectations and making informed decisions.

Change Control Process: Before implementing any changes, it's essential to follow a formal change control process, which includes documenting the change, assessing its impact, and obtaining necessary approvals.

By taking these steps, the consultant ensures that the project remains aligned with its objectives and constraints, and any deviations are managed in a controlled and transparent manner.

References:

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<https://www.salesforce.com/blog/project-management-guide/>

NEW QUESTION: 27

Universal Containers (UC) has a service-level agreement (SLA) with customers that requires an agent to take ownership of and respond to incoming cases within 2 hours of case creation.

Which best practice will help UC meet its SLA?

- A.** Auto-Response Rules
- B.** Escalation Rules
- C.** Entitlements and Milestones

Answer: C (LEAVE A REPLY)

To ensure compliance with a service-level agreement (SLA) that mandates agent ownership and response within 2 hours of case creation, Universal Containers should implement Entitlements and Milestones.

Entitlements represent the specific support terms agreed upon with customers. They define what kind of support a customer is entitled to and under what conditions.

Milestones are time-dependent steps within an entitlement process that represent service levels to be provided.

For instance, a milestone can be set to ensure that an agent responds to a case within 2 hours.

By configuring entitlements and associated milestones, UC can:

Monitor SLA Compliance: Automatically track whether cases meet the defined response times.

Automate Actions: Trigger alerts or escalate cases when milestones are at risk of being violated.

Report on Performance: Generate reports to analyze SLA adherence and identify areas for improvement.

This setup ensures that UC meets its SLA commitments by providing timely responses to customer cases.

References:

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

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

NEW QUESTION: 28

Universal Containers is considering a Knowledge-Centered Support (KCS) implementation.

Which benefit can be expected from KCS adoption?

- A. Reduced administrative overhead
- B. Reduced need for self-service
- C. Reduced issue resolution time

Answer: (SHOW ANSWER)

Knowledge-Centered Support (KCS) focuses on integrating knowledge creation and maintenance into the problem-solving process. By adopting KCS, organizations can expect a reduction in issue resolution time as service agents have quicker access to solutions and knowledge articles, enabling faster responses to customer inquiries and issues.

NEW QUESTION: 29

Cloud Kicks is preparing to launch Service Console to a large set of service agents.

Feedback from a pilot group of users revealed they would like a quick way to navigate the console, including changing tabs, saving records, and searching.

What is the recommended feature to improve productivity?

- A. Keyboard shortcuts
- B. Quick text
- C. Custom macros

Answer: A (LEAVE A REPLY)

Keyboard shortcuts in the Lightning Service Console enable service agents to quickly navigate the console, change tabs, save records, and perform searches without relying on mouse clicks. This feature enhances productivity by allowing agents to perform common actions more efficiently, addressing the feedback from the pilot group of users.

NEW QUESTION: 30

A recent work task analysis for a service center revealed that service agents perform the same steps when closing a case and sending a survey through email. These steps take around 1 minute per case. With millions of cases closed each year, it is important to improve efficiency of this operation. What is a recommended Service Cloud feature that improves the process?

- A. Macros
- B. Global Quick Action
- C. Quick text

Answer: (SHOW ANSWER)

To improve the efficiency of the repetitive task of closing cases and sending surveys, using Macros in Service Cloud is recommended. Macros automate repetitive tasks with a single click, significantly reducing the time required per case and increasing overall operational efficiency, especially with a high volume of cases.

NEW QUESTION: 31

Cloud Kicks (CK) wants to provide its authenticated customers with a top-tier support experience. CK Ants to allow asynchronous conversations, conversations across devices, and Estimated Wait Time transparency. CK currently uses an external website to deliver its chat support offering.

What should a consultant recommend to provide these newer capabilities?

- A. Einstein Bots
- B. Messaging for Web
- C. AppExchange package

Answer: (SHOW ANSWER)

To provide top-tier support features such as asynchronous conversations, cross-device support, and Estimated Wait Time transparency, Messaging for Web is recommended. This feature enhances the chat support experience on external websites, offering modern communication capabilities that meet customer expectations for flexible and informed support interactions.

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NEW QUESTION: 32

Universal Containers (UC) recently expanded sales to Mexico and Canada. UC wants OmniChannel to route cases to agents who speak the customer's preferred language and have the right knowledge to solve the issue.

Which solution should a consultant recommend to meet the requirements?

- A. Configure Omni-Channel Skills-based Routing.
- B. Configure Case Assignment rule and Omni-Channel Supervisor.
- C. Configure Omni-Channel Queue-Based Routing.

Answer: ([SHOW ANSWER](#))

To meet the requirement of routing cases based on language proficiency and knowledge area, Omni-Channel Skills-based Routing is the best solution. Skills-based routing allows cases to be directed to agents who possess the specific skills required to handle the case, such as language fluency and product expertise, ensuring efficient and effective case resolution.

NEW QUESTION: 33

Ursa Major Solar (UMS) provides customers with remote monitoring of solar panels. When there are issues with the service, such as a power outage, UMS needs to provide service agents, operations teams, and customers with full visibility into the issue.

What is the recommended feature to meet the requirements?

- A. Incident Management
- B. Workforce Engagement
- C. Field Service Management

Answer: ([SHOW ANSWER](#))

Incident Management in Salesforce is designed to provide visibility and coordination during service disruptions or issues. For Ursa Major Solar, this feature would allow service agents, operations teams, and customers to have a centralized view and updates on power outages or service issues, facilitating communication and resolution efforts across all stakeholders involved in the incident.

NEW QUESTION: 34

The support manager at Universal Containers wants to improve visibility to cases across the organization and has decided that product managers should be more involved in the case management process. The support manager has created predefined case teams for each product and trained support agents to add the appropriate case team to each case. Which solution allows product managers to quickly see and review the cases that are created for their products?

- A. Configure a Case list view filtered by My Cases.
- B. Configure a Case related list on the Product page layout.
- C. Configure a Case list view filtered by My Case Teams.

Answer: ([SHOW ANSWER](#))

Configuring a Case list view filtered by "My Case Teams" allows product managers to quickly see and review cases associated with their product teams. This solution leverages the predefined case teams for each product, making it easy for product managers to filter and access relevant cases, improving visibility and involvement in the case management process.

NEW QUESTION: 35

Universal Containers requires that users have the ability to view specific cases, as determined by the Product Type field on the case. When a case is created or closed, an email should be sent only to users who have access to the case.

Which feature should a consultant recommend to meet these requirements?

- A.** Case teams
- B.** Case swarms
- C.** Account teams

Answer: A (LEAVE A REPLY)

Case teams in Salesforce allow for collaborative case management by enabling a group of users to work on cases together. By using case teams, Universal Containers can specify which users have access to cases based on the Product Type field. Additionally, workflow rules or process builders can be configured to send emails to case team members when a case is created or closed, ensuring that only those with access to the case are notified, thus meeting the requirements.

NEW QUESTION: 36

A service manager at Cloud Kicks has received complaints from customers who speak languages other than English that their cases are taking a long time to be resolved. After investigation, the consultant has determined that these work items fail to be assigned to the correct agents.

What should the consultant recommend that the service manager do first?

- A.** Review Assigned Work.
- B.** Review Queues Backlog.
- C.** Review Skills Backlog.

Answer: C (LEAVE A REPLY)

Reviewing the Skills Backlog allows the service manager to identify any mismatches or delays in assigning cases to agents with the appropriate language skills. Addressing issues in the skills assignment process can help reduce resolution times for non-English speaking customers by ensuring cases are directed to the right agents.

NEW QUESTION: 37

A consultant has been asked to advise Cloud Kicks (CK) on how to manage 5 years of case data so it is available to customers upon request.

Which feature will help CK users archive and access the case information from an External Object?

- A. Salesforce Big Object
- B. Salesforce connect
- C. Salesforce Case History Object

Answer: B (LEAVE A REPLY)

Salesforce Big Objects are purpose-built to handle large volumes of data-ideal for archiving long-term historical records such as 5 years of case data. They store data natively within Salesforce while minimizing impact on standard object storage limits. Big Objects support custom definitions and can be queried using Async SOQL for efficient data retrieval.

This is well-suited for scenarios where data is infrequently accessed but must remain available for auditing or customer service inquiries. Unlike Salesforce Connect, which displays external data, Big Objects retain the data within Salesforce, which is key for compliance and availability needs.

References:https://developer.salesforce.com/docs/atlas.en-us.bigobjects.meta/bigobjects/big_object.htm

https://resources.docs.salesforce.com/latest/latest/en-us/sfdc/pdf/big_objects_guide.pdf

NEW QUESTION: 38

Universal Containers wants to implement several new Agentforce for Service capabilities. A Service Cloud Consultant must review the following business requirements to identify which one can be fulfilled by using a standard topic, rather than requiring a custom topic and actions.

Which use case could an out-of-the-box AI agent address with no changes to topics?

- A. Guiding a customer through the process of filing a warranty claim for a damaged shipping container and scheduling an on-site inspection.
- B. Enabling a customer to check real-time stock levels for a specific container model across multiple distribution centers.
- C. Answering a question about insurance policy and enabling the customer to open a new support ticket if they have a new issue.

Answer: C (LEAVE A REPLY)

Agentforce for Service includes standard topics out-of-the-box that cover core customer service interactions such as:

- * Account and Case Management (viewing or creating support tickets),
- * Knowledge-Based Question Answering, and
- * General Information Inquiry Topics.

Option C - Answering a question about insurance policy and enabling the customer to open a new support ticket - fits within these standard topics without requiring

customization. The Service Agent can automatically retrieve policy information from Salesforce Knowledge and launch the standard "Open Case" topic for ticket creation. Option A (warranty claims and inspection scheduling) and B (real-time stock level lookup) require custom topics and actions, as they depend on external integrations and unique business processes beyond standard Service Agent scope.

Referenced Salesforce Materials:

- * Salesforce Spring '24 Release Notes - Agentforce for Service: Standard Topics Overview.

- * Service Cloud Consultant Exam Guide - Interaction Channels Domain.

- * Salesforce Help: "Use Standard Topics in Agentforce for Common Customer Service Scenarios."

NEW QUESTION: 39

Universal Containers wants to set up the entitlements process to help its customer support reps adhere to its service-level agreements (SLAs).

To which object should the consultant add Milestones?

A. Asset

B. Case

C. Account

Answer: B (LEAVE A REPLY)

In Salesforce Entitlement Management, Milestones represent specific time-based targets (for example, First Response or Resolution Time) that help support teams meet SLAs. Milestones are directly tied to Cases, as cases represent the individual service requests against which SLAs are tracked.

The Service Cloud Consultant Study Guide - Case Management Domain and Salesforce documentation specify that Milestones must be added to the Case object through an entitlement process. This process evaluates entitlement criteria and automatically monitors milestone actions and timers as cases progress.

- * Asset and Account objects may be related through Entitlement records (for tracking warranty or contract coverage), but milestones are executed and tracked on Cases only.

- * The Entitlement Process defines the sequence and timing of milestones that apply to cases under a specific entitlement.

Referenced Salesforce Materials:

- * Salesforce Service Cloud Consultant Exam Guide - Case Management Domain (Milestones and entitlements are configured on the Case object).

- * Salesforce Help: "Set Up Entitlement Management" (Milestones are added to cases through an entitlement process).

- * Salesforce Winter '23 Release Notes - Service Cloud: Entitlement Management Enhancements (Describes improvements to milestone tracking and entitlement automation on Cases).

NEW QUESTION: 40

Universal Containers wants customers to have the ability to log cases with structured data and route based on urgency and product line.

How should a consultant accomplish this?

- A. Standard Web-to-Case with assignment rules
- B. Omni-Channel with prioritized queues
- C. Standard Email-to-Case with assignment rules

Answer: [\(SHOW ANSWER\)](#)

To enable customers to log cases with structured data and route them based on urgency and product line, using Standard Web-to-Case with assignment rules is recommended. This feature allows for the creation of web forms that customers can fill out, which then become cases in Salesforce. Assignment rules can then be used to automatically route these cases to the appropriate teams or agents based on predefined criteria, ensuring efficient and relevant case handling.

NEW QUESTION: 41

Which best practice should be used when deploying standard Service Cloud functionality to production?

- A. Ensure that all of the code is covered by unit tests before deploying to production.
- B. Plan and communicate the deployment to users of the organization in advance.
- C. Ask users to refrain from logging in to production the day of deployment.

Answer: [B \(LEAVE A REPLY\)](#)

Per the Service Cloud Consultant Study Guide - Implementation Strategies Domain, Salesforce recommends communicating deployment plans and expected impacts to users before moving changes to production. Proper communication ensures readiness, minimizes disruption, and supports user adoption.

Option A is primarily relevant for code deployments (Apex testing) rather than standard functionality. Option C is unnecessary if deployment is planned and communicated effectively. Advance communication and change readiness planning are part of Salesforce's Change Management and Release Governance best practices.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Implementation Strategies Domain (deployment and communication planning).
- * Salesforce Help: "Plan Deployments and Communicate Changes Effectively".
- * Salesforce Deployment Best Practices Guide.

NEW QUESTION: 42

Universal Containers (UC) provides customer support for two separate business groups. UC requires that cases for each business group have different support processes and fields.

Which feature should a consultant implement to meet the requirement?

- A. Omni-Channel
- B. Record Types
- C. Dynamic Forms

Answer: B (LEAVE A REPLY)

For Universal Containers to manage different support processes and fields for two separate business groups, implementing Record Types is recommended. Record Types allow the creation of distinct page layouts for each business group, enabling customization of support processes and fields to meet the specific needs of each group, ensuring effective and organized case management.

NEW QUESTION: 43

What should a consultant recommend to ensure chat requests contain sufficient information for service agents to respond effectively?

- A. Customize Intents using Einstein Chatbots.
- B. Customize the Lightning Console chat page.
- C. Customize the pre-chat form.

Answer: C (LEAVE A REPLY)

Customizing the pre-chat form allows for the collection of sufficient information from customers before a chat session begins. This ensures that service agents have the context and details needed to respond effectively, improving the efficiency and quality of chat interactions.

NEW QUESTION: 44

The service center managers and IT team at Cloud Kicks have asked the consultant for a cost-benefit analysis after a new Service Cloud implementation.

What measurement will reflect cost savings after the implementation?

- A. KPIs for CSAT
- B. Reduced license count
- C. Reduced service rep backlog

Answer: C (LEAVE A REPLY)

Reduced service rep backlog directly reflects operational efficiency and cost savings following a Service Cloud implementation. When automation, routing, and self-service capabilities reduce open case volume and agent handling time, the company can handle the same or greater workload with fewer resources- representing measurable cost savings. Option A (CSAT) measures customer satisfaction, not cost efficiency. Option B (license count) is a static expense metric and not a performance outcome of implementation.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.
- * Salesforce Help: "Measure ROI and Operational Cost Savings in Service Cloud."

* Salesforce Trailhead: "Measure Contact Center Efficiency with Backlog and Handle Time."

NEW QUESTION: 45

Universal Containers has recently implemented a new CTI system, Knowledge base, and Einstein Chatbots to interact with customers. The VP of support and services has asked for additional system improvements to facilitate customer self-service.

What should the consultant recommend?

- A. Have customers search the Knowledge base for solutions.
- B. Provide a toll-free customer support phone number.
- C. Create an Experience Cloud site for customers.

Answer: C (LEAVE A REPLY)

An Experience Cloud site can serve as a self-service customer portal, providing access to a knowledge base, support resources, and community forums where customers can find answers, log cases, and interact with each other and the organization. This solution aligns with the goal of facilitating customer self-service and complements the existing CTI system, Knowledge base, and Einstein Chatbots.

NEW QUESTION: 46

Cloud Kicks (CK) uses Service Cloud and Slack. For difficult cases, service agents want to create a swarm in Slack to pull in experts from multiple CK departments.

What should the consultant recommend to an agent who wants to launch a Slack Swarm?

- A. Escalation rules
- B. Apex trigger
- C. Quick Action

Answer: C (LEAVE A REPLY)

For agents wanting to launch a Slack Swarm for difficult cases, recommending the creation of a Quick Action in Service Cloud is suitable. This Quick Action can be configured to initiate a swarm in Slack, pulling in experts from multiple departments efficiently, enhancing collaboration and problem-solving for complex cases.

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NEW QUESTION: 47

A Service Cloud Consultant has been hired to integrate a client's phone system with Salesforce.

What should the consultant consider using for this integration?

- A. Service Cloud Softphone Layout
- B. Lightning Dialer
- C. Service Cloud Voice

Answer: (SHOW ANSWER)

Service Cloud Voice is Salesforce's unified telephony solution that integrates phone systems directly into the Service Console. It combines Amazon Connect (or other supported telephony providers) with Salesforce data, offering real-time call transcription, sentiment analysis, and screen pops.

Option A (Softphone Layout) is part of legacy CTI integration, not a modern unified solution.

Option B (Lightning Dialer) supports outbound calling only and lacks enterprise telephony features.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Interaction Channels Domain.
- * Salesforce Help: "Integrate Telephony Using Service Cloud Voice."
- * Salesforce Spring '24 Release Notes - Service Cloud Voice Enhancements.

NEW QUESTION: 48

Cloud Kicks would like to add a WhatsApp channel to its available support channels.

What should the Service Cloud Consultant consider?

- A. Group WhatsApp chats are not supported.
- B. Emojis, polls, and quick text are not supported.
- C. Queue-based routing is not supported.

Answer: A (LEAVE A REPLY)

Salesforce's WhatsApp Messaging Channel, powered by Digital Engagement, supports one-to-one, session-based communication between a customer and an agent. However, group WhatsApp chats are not supported-each interaction must occur within a single customer conversation thread.

This limitation ensures compliance, privacy, and tracking accuracy across digital channels. Other features like emojis, quick text, and queue-based routing are fully supported via Omni-Channel configuration.

Referenced Salesforce Materials:

- * Salesforce Service Cloud Consultant Exam Guide - Interaction Channels Domain.
- * Salesforce Help: "Set Up WhatsApp Messaging in Salesforce".
- * Salesforce Spring '24 Release Notes - Digital Engagement Enhancements (WhatsApp Support).

NEW QUESTION: 49

Universal Containers has a well-defined support process for cases which includes the following statuses:

- * New
- * Assigned
- * In Progress
- * Waiting On Customer
- * Closed

The support manager has noticed an increase in the average age of a case and wants to understand how long a case is in each status.

Which report type should the consultant consider when collecting data for the support manager?

- A.** Case Lifecycle
- B.** Cases with Milestones
- C.** Case History

Answer: C (LEAVE A REPLY)

For analyzing the duration cases spend in each status, the "Case History" report type is most suitable. This report tracks all changes made to a case, including status updates, providing a detailed timeline of a case's progression. This data enables the support manager to identify bottlenecks or stages where cases are delayed, facilitating targeted improvements in the support process.

NEW QUESTION: 50

The Universal Containers (UC) customer support organization has implemented Knowledge-Centered Support (KCS) in its call center. However, the call center management thinks that agents should contribute new Knowledge articles more often. What should UC do to address this situation?

- 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.** Require agents to check a box on the case when submitting a new suggested article.

Answer: (SHOW ANSWER)

To encourage agents to contribute more frequently to the Knowledge base, implementing a system to measure and reward agents based on the number of their articles approved for publication is recommended. This incentivizes quality contributions and ensures that new content meets the organization's standards before being added to the Knowledge base.

NEW QUESTION: 51

Universal Containers (UC) is planning to launch a new product in the next two weeks. Executive leadership wants customer support to monitor social media platforms to intake cases.

Which solution should a consultant recommend to meet the requirement?

- A. Implement an Apex solution.
- B. Use a third-party app from AppExchange.
- C. Use custom case assignment rules.

Answer: (SHOW ANSWER)

Comprehensive and Detailed Explanation:

To efficiently monitor social media platforms and convert relevant interactions into cases, leveraging a third-party application from the Salesforce AppExchange is recommended. These applications are designed to integrate seamlessly with Salesforce and provide robust social media monitoring capabilities.

From Salesforce's best practices:

"With the right social media monitoring tools, you can create an automatic ticket that your customer service team can see and respond to immediately, and match it with that customer's inquiries by phone, email, and more."

-Salesforce Marketing Cloud

Utilizing a third-party app ensures that UC can quickly implement a solution within the two-week timeframe, providing the necessary tools to monitor social media channels effectively and manage customer interactions through Salesforce.

NEW QUESTION: 52

Cloud Kicks has several teams that work on customer cases. Support managers would like to track how long each case is owned by each team before it gets resolved.

Which report should the Service Cloud Consultant use for this requirement?

- A. Cases with Historical Trending report
- B. Case Lifecycle report
- C. Case with Milestone report

Answer: B (LEAVE A REPLY)

The Case Lifecycle report tracks the time a case spends in each ownership status-ideal for measuring how long cases are owned by specific teams or agents. This report helps identify bottlenecks and efficiency issues across teams during the case resolution process. Option A (Historical Trending) tracks field value changes over time but not ownership duration.

Option C (Milestone report) is specific to SLA tracking within Entitlement Management, not ownership tracking.

Referenced Salesforce Materials:

* Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.

* Salesforce Help: "Use Case Lifecycle Reports to Measure Case Duration by Status or Owner."

* Salesforce Trailhead: "Analyze Case Ownership and Lifecycle Metrics."

NEW QUESTION: 53

Universal Containers' support team requires its customers to submit their support inquiries via free form email (Outlook, Gmail, Yahoo, etc.).

Additional requirements are listed below:

* Support attachments up to 25 MB per inquiry

* Under 2,500 inquiries per day

Which configuration solution should a consultant recommend to meet these requirements?

A. On-Demand Email-to-Case

B. Heroku Connect

C. Email-to-Case

Answer: A (LEAVE A REPLY)

For supporting attachments up to 25 MB and handling under 2,500 inquiries per day via free-form email, On-Demand Email-to-Case is the recommended solution. On-Demand Email-to-Case processes emails and attachments without requiring an email server, and is suitable for the specified volume and attachment size requirements, ensuring efficient case creation from customer emails.

NEW QUESTION: 54

Cloud Kicks provides phone support to customers using the Service Cloud Voice Dialer.

Once a call completes, support agents often need to send a follow-up email or finalize case notes. CK wants to get insight about agent efficiency.

Which metric should a consultant recommend to track the efficiency of individual agents?

A. Total Emails Sent

B. Call Abandonment

C. After Conversation Work Time

Answer: C (LEAVE A REPLY)

To track the efficiency of individual agents using the Service Cloud Voice Dialer, focusing on the "After Conversation Work Time" metric is recommended. This metric measures the time spent by agents on follow-up tasks after a call has ended, providing insights into how efficiently agents manage their post-call responsibilities and contributing to an overall understanding of agent productivity.

NEW QUESTION: 55

Universal Containers provides customer support for both new products and routine maintenance of existing products. The cases for both types have many stages and fields in common; however, the maintenance cases have additional stages and fields that need to be captured. Which feature should a consultant recommend to accomplish this objective?

A. Approval Processes

B. Support Types

C. Support Processes

Answer: (SHOW ANSWER)

To accommodate the common stages and fields for new product support cases and the additional stages and fields for maintenance cases, implementing Support Processes is recommended. Support Processes allow for the customization of case stages based on the type of support being provided, ensuring that all necessary information is captured accurately for each case type.

NEW QUESTION: 56

Universal Containers' service operations manager needs a historical report detailing service rep performance for all service channels. The report must include Active Time, Handle Time, Speed To Answer, and any reasons provided when reps decline work items. Which solution should a Service Cloud Consultant recommend?

- A. Use the Omni Supervisor Service Reps tab.
- B. Configure the Wallboard tab to display Work Performance metrics.
- C. Build custom report type with 'Agent Work' as the primary object.

Answer: C (LEAVE A REPLY)

The Agent Work object stores detailed data on agent interactions - including Active Time, Handle Time, Speed to Answer, and Decline Reasons - across multiple channels. Building a custom report type with Agent Work as the primary object enables historical and analytical reporting across Omni-Channel and Messaging.

Option A (Omni Supervisor) provides real-time monitoring, not historical data.

Option B (Wallboard) offers operational dashboards, not customizable analytics for historical insights.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.
- * Salesforce Help: "Report on Agent Work and Omni-Channel Performance."
- * Salesforce Winter '23 Release Notes - Agent Work Reporting Enhancements.

NEW QUESTION: 57

Cloud Kicks is thinking about implementing Swarming in Slack to allow multiple experts to collaborate on cases.

What is a consideration of this approach?

- A. Swarm channels default to public channels in Slack.
- B. When users are added to the channel, they cannot see historical posts.
- C. Swarms can only be created in new channels created for the issue.

Answer: B (LEAVE A REPLY)

When using Service Cloud Swarming in Slack, one limitation is that new users added to a swarm channel cannot see historical messages that occurred before they joined. This behavior is based on Slack's privacy and data-access model.

Swarming creates a new Slack channel or thread per case, enabling collaboration across departments, but message visibility for late joiners remains restricted.

Option A is incorrect-swarm channels are private by default to protect case data.

Option C is partially true (new channels are created for issues), but it is not the key consideration Salesforce identifies for planning purposes.

Referenced Salesforce Materials:

- * Salesforce Spring '24 Release Notes - Service Cloud Swarming Enhancements in Slack.
- * Service Cloud Consultant Exam Guide - Service Cloud Solution Design Domain.
- * Salesforce Help: "Considerations for Using Swarming with Slack."

NEW QUESTION: 58

Cloud Kicks' customers use a proprietary ecommerce site to order customized shoes.

While the shoes are being made, customers want to check their order status frequently.

Which method should the consultant recommend to provide automated self-service on an ecommerce site?

A. Configure a Visual Remote Assistant.

B. Create an Einstein Bot.

C. Build a Screen Flow.

Answer: B (LEAVE A REPLY)

To provide automated self-service on an ecommerce site for customers to check order status, creating an Einstein Bot is recommended. Einstein Bots can be integrated into websites and configured to provide real-time, automated responses to common customer inquiries, such as order status updates, enhancing the customer experience by providing instant access to information without human intervention.

NEW QUESTION: 59

Universal Containers has a robust Knowledge Base with several hundred articles. The management team has recently identified 15 knowledge articles that contain confidential product information and should only be visible to internal support reps.

Which system configuration should the consultant recommend to ensure these 15 articles have been properly secured?

A. Change the Sharing Settings for Knowledge from "Public Read Only" to "Private".

B. Disable the "Use Standard Salesforce Sharing" Knowledge Settings attribute.

C. Change the visibility settings for these articles to only "Visible In Internal App".

Answer: (SHOW ANSWER)

In Salesforce Knowledge, each article record includes visibility settings that determine where it can be accessed - for example, Internal App, Customer, Partner, or Public Knowledge Base.

To restrict specific articles to internal users only, set their visibility to "Visible in Internal App". This ensures they appear only to logged-in internal users (e.g., support reps), while remaining hidden from external users such as customers or partners.

Option A would make all Knowledge articles private, not just the confidential ones.
Option B disables standard sharing, which would affect system-wide access and is not recommended.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Knowledge Management Domain.
- * Salesforce Help: "Control Article Visibility and Access."
- * Salesforce Knowledge Implementation Guide - Visibility and Access Configuration.

NEW QUESTION: 60

Universal Support is implementing Service Cloud to replace its legacy ticketing system. The support team is geographically dispersed and consists of customer support users with varying levels of technical expertise.

They are introducing Case Management, Knowledge, and Omni-Channel routing. The Support Manager aims to ensure the rollout proceeds smoothly and that users adopt the new system quickly and efficiently.

How can the Support Manager meet these requirements?

- A.** Schedule instructor-led training sessions, include role-based scenarios, and implement a phased rollout starting with a pilot group.
- B.** Launch a full company-wide rollout with a short video tutorial and allow support reps to explore the system independently.
- C.** Provide sandbox access to all support reps two weeks before launch and encourage peer-to-peer learning without formal training.

Answer: A (LEAVE A REPLY)

According to Salesforce Implementation Best Practices, for complex Service Cloud rollouts (including Case, Knowledge, and Omni-Channel), the optimal approach is to:

- * Conduct role-based, hands-on training focused on real-life scenarios.
- * Use a phased rollout strategy, starting with a pilot group to collect feedback and refine processes before full deployment.

This minimizes disruption, builds confidence, and supports adoption across varying skill levels.

Option B and C lack structure, training depth, and change management alignment.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Implementation Strategies Domain.
- * Salesforce Help: "Plan User Enablement and Phased Rollouts."
- * Salesforce Project Delivery Framework - Adoption and Training Best Practices.

NEW QUESTION: 61

Universal Containers (UC) has Service Cloud Voice. UC occasionally experiences surges in call volume.

Leadership would like to see the impact of surges on internal metrics.

Which key performance indicator (KPI) should the consultant report on to meet the requirement?

- A. First call resolution and cases per hour
- B. After call work time and customer effort score
- C. Abandon rate and average speed to answer

Answer: C (LEAVE A REPLY)

In Service Cloud Voice, key KPIs that reflect the impact of call surges are:

* Abandon Rate - percentage of customers who hang up before speaking with an agent, which rises during high-volume spikes.

* Average Speed to Answer (ASA) - measures how quickly calls are answered, directly reflecting queue performance and staffing adequacy.

These two metrics provide real-time visibility into how surges affect service performance.

Option A measures productivity and resolution but not surge impact.

Option B focuses on post-call metrics, not capacity response.

Referenced Salesforce Materials:

* Service Cloud Consultant Exam Guide - Contact Center Analytics Domain (KPI selection and operational reporting).

* Salesforce Help: "Service Cloud Voice Metrics and Best Practices".

* Salesforce Spring '24 Release Notes - Service Cloud Voice Analytics Enhancements.

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NEW QUESTION: 62

A Service Cloud Consultant is engaged to help Cloud Kicks (CK) streamline its customer service operations.

CK has multiple departments with disconnected processes and limited documentation. The consultant is preparing for the project kickoff and wants to ensure the engagement begins successfully.

What should the consultant do first to ensure the success of the engagement?

- A. Review documentation after the solution design has been completed.
- B. Begin building a prototype based on assumed best practices.
- C. Schedule interviews with department leaders to gather current process details and pain points.

Answer: C ([LEAVE A REPLY](#))

The first step in any Salesforce Service Cloud implementation is requirements gathering and stakeholder engagement. Scheduling interviews with department leaders ensures that the consultant understands the current processes, pain points, and departmental goals before solution design.

This aligns with Salesforce's Implementation Strategies best practices - to capture business requirements, validate them with stakeholders, and define measurable success criteria before configuration begins.

Option A occurs too late in the process, while Option B risks misalignment with actual business needs.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Implementation Strategies Domain.
- * Salesforce Project Delivery Framework - Discovery and Requirements Phase.
- * Salesforce Help: "Engage Stakeholders and Gather Business Requirements."

NEW QUESTION: 63

Universal Containers (UC) wants to report on how many customers with Service Contracts have specific entitlements to determine if UC's support offerings should be adjusted.

Which feature should the consultant recommend?

- A.** Build a joined report.
- B.** Build a dashboard.
- C.** Build a custom report type.

Answer: ([SHOW ANSWER](#))

Creating a custom report type allows for more flexibility in reporting by combining different objects and their relationships, such as Service Contracts and Entitlements in this case.

Universal Containers can use a custom report type to specifically analyze customers with Service Contracts and their associated entitlements, providing insights into support offerings and potential adjustments.

NEW QUESTION: 64

What should a consultant consider when implementing Salesforce Messaging functionality in a new Service Cloud instance?

- A.** It should be routed via Omni-Channel.
- B.** It is incompatible with Einstein Bots.
- C.** It should be deployed with Experience Builder.

Answer: A ([LEAVE A REPLY](#))

Salesforce Messaging (SMS, WhatsApp, and other digital channels) is designed to integrate with Omni-Channel for intelligent routing, agent capacity management, and real-time monitoring. This ensures messages are distributed efficiently among agents while leveraging presence and workload rules.

Option B is incorrect - Salesforce Messaging is compatible with Einstein Bots for automated responses.

Option C (Experience Builder) is unrelated to Salesforce Messaging setup, which is handled in the Messaging Settings and Omni-Channel configuration.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Interaction Channels Domain.
- * Salesforce Help: "Enable and Route Salesforce Messaging Through Omni-Channel."
- * Salesforce Spring '24 Release Notes - Digital Engagement Enhancements.

NEW QUESTION: 65

Cloud Kicks provides support to customers across the world and uses Lightning Experience. Service agents have a set of common responses.

Managers would like to consolidate the responses as quick text, translate them to multiple languages, and share them with the correct groups of service agents.

What should a consultant recommend to meet the requirements?

- A.** Use custom labels to manage quick text translations.
- B.** Share a folder with quick text for each translation.
- C.** Share each quick text individually to Public Groups.

Answer: B (LEAVE A REPLY)

Sharing a folder containing quick text translations for each language with the appropriate groups of service agents ensures that agents have access to common responses in the necessary languages. This approach facilitates efficient communication with customers worldwide and streamlines the management of translated quick texts.

NEW QUESTION: 66

The Universal Containers product development team uses Service Cloud. UC has recently added its billing support team to its existing Service Cloud implementation. Upon reviewing the billing and product team's case lifecycles, the following statuses were documented:

- * Billing support team: New, Under Review, In Progress, Blocked, Closed
- * Product development team: New, Under Review, In Progress, Closed

How should a consultant configure Service Cloud to provide each team with the correct case lifecycle?

- A.** Create a Path widget to visualize each team's lifecycle.
- B.** Use dynamic forms to hide unnecessary options for each team's lifecycle.
- C.** Use Support Processes for each team's lifecycle.

Answer: (SHOW ANSWER)

Support Processes in Salesforce are specifically designed to manage variations in the Case Status field based on business needs. They allow each team to work with a status picklist tailored to their specific lifecycle.

For Universal Containers:

* The billing support team's Support Process would include: New, Under Review, In Progress, Blocked, Closed.

* The product development team's Support Process would include: New, Under Review, In Progress, Closed.

These Support Processes are tied to different Record Types. Each team is assigned the appropriate Record Type, ensuring that only the relevant statuses are shown to the respective users. This approach maintains clarity, reduces error, and aligns workflows with operational requirements.

References:

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

<https://trailhead.salesforce.com/content/learn/projects/set-up-case-escalation-entitlements/create-support-processes-cases>

NEW QUESTION: 67

Cloud Kicks frequently works with distribution partners who have complex issues that need immediate attention. To solve the issues, Tier 2 support often needs to engage other teams within the organization. The team uses Slack to communicate internally.

Which solution should the consultant recommend to meet the needs of the organization?

- A.** Omni-Channel routing
- B.** Case escalation
- C.** Swarming

Answer: C (LEAVE A REPLY)

For addressing complex issues requiring immediate attention and collaboration across multiple teams, recommending the swarming approach, particularly facilitated through Slack for Service, is advised.

Swarming enables cross-functional teams to come together quickly to solve issues, leveraging collective expertise and improving resolution times for complex cases.

NEW QUESTION: 68

The contact center supervisors at Cloud Kicks recently implemented Omni-Channel and would like to monitor key metrics such as handle time, speed to answer, and active time. How can the Service Cloud Consultant achieve this requirement?

- A.** Install the prebuilt reports from the Service Setup Assistant.
- B.** Create a custom report type for Case Milestones.
- C.** Create a Case Lifecycle report.

Answer: A (LEAVE A REPLY)

After Omni-Channel is set up, the Service Setup Assistant includes prebuilt reports and dashboards that track key performance metrics such as Average Handle Time, Speed to Answer, and Active Time across channels. Installing and customizing these reports provides immediate visibility without requiring manual configuration.

Option B (Case Milestones) relates to SLA tracking, not real-time Omni performance.
Option C (Case Lifecycle) tracks case status changes, not Omni-specific agent performance metrics.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.
- * Salesforce Help: "Monitor Omni-Channel Metrics Using Prebuilt Reports."
- * Salesforce Spring '24 Release Notes - Omni-Channel Analytics Enhancements.

NEW QUESTION: 69

Universal Containers (UC) is considering replacing its traditional chatbot with Agentforce Service Agent to enhance customer engagement. Its current bot frequently struggles with understanding follow-up questions and maintaining context across a multi-turn conversation, leading to frustrated customers.

What core capability of Agentforce Service Agent directly addresses UC's challenge?

- A.** Trained natural language models (NLMs) to interpret the most recent user input.
- B.** A rigid, declarative dialog system that requires predefined conversation flows for every interaction.
- C.** Generative AI to understand human language and maintain context across entire conversations.

Answer: C (LEAVE A REPLY)

Agentforce Service Agent, powered by Salesforce's Einstein generative AI, is designed to maintain multi- turn conversational context. It uses generative AI models to interpret the full conversation history, not just the latest user message, enabling natural and context-aware interactions.

This directly resolves UC's issue of the legacy bot losing context and failing on follow-up questions.

Option A describes older natural language models that interpret isolated inputs.

Option B refers to traditional rule-based bots that lack contextual understanding.

Referenced Salesforce Materials:

- * Salesforce Spring '24 Release Notes - Agentforce Service Agent Enhancements (multi-turn conversation and generative context retention).
- * Service Cloud Consultant Exam Guide - Interaction Channels Domain.
- * Salesforce Help: "Use Agentforce Service Agent for Context-Aware Conversations".

NEW QUESTION: 70

Cloud Kicks (CK) has multiple product lines. CK is preparing to launch a public knowledge base for customers that will have 2,500 articles. The company wants an easy way for users to find relevant articles based on its product.

What is the recommended method to meet the requirement?

- A.** Topics for objects
- B.** Data Category groups

C. Screen Flow

Answer: (SHOW ANSWER)

Using Data Category groups allows Cloud Kicks to organize their large volume of articles by product, making it easier for users to find relevant information. This method enhances the searchability and user experience of the public knowledge base by categorizing articles in a way that aligns with the company's product lines.

NEW QUESTION: 71

An organization has requested guidance on how to delete customers' personal data when they are no longer associated with the company to stay compliant with global data protection and privacy regulations.

Which solution should the consultant recommend to meet the requirement?

- A.** Search for all customer information in production and manually edit the fields of each record to scramble the data so that it is no longer searchable
- B.** Search and remove all customer information, including records and in unindexed freetext fields, and refresh sandboxes to ensure no data retention.
- C.** Search for all customer information across environments and deactivate accounts or Experience Cloud users associated with the contact.

Answer: B (LEAVE A REPLY)

To comply with global data protection and privacy regulations, the consultant should recommend systematically searching for and removing all customer personal data from production and sandbox environments. This includes data in records and unindexed free text fields, followed by refreshing sandboxes to eliminate any residual data, ensuring compliance and safeguarding customer privacy.

NEW QUESTION: 72

Universal Containers is training a new set of service agents. Part of the training includes handling messaging from customers.

However, it is important that contact center managers monitor the messaging sessions to ensure the service agents' responses are professional and accurate and that the managers are able to assist when needed.

Which Lightning Console feature should a consultant configure to support this need?

- A.** Chat Supervisor tab and Whisper Messages
- B.** Incident Management tab and Whisper Messages
- C.** Omni-Channel Supervisor and Whisper Messages

Answer: C (LEAVE A REPLY)

To enable contact center managers to monitor messaging sessions and provide guidance to service agents, configuring the Omni-Channel Supervisor feature along with Whisper Messages is recommended. This setup allows managers to oversee agent-customer interactions in real-time and offer discreet advice to agents during messaging sessions, ensuring professionalism and accuracy in responses.

NEW QUESTION: 73

As part of a service improvement project, Cloud Kicks (CK) has implemented Knowledge management for its support agents. Several months after the implementation, CK management notices an inconsistency in reported customer satisfaction. Key performance Indicators (KPIs) show a decrease; however, many customers have provided testimonials about great support experiences.

Which KPI could help explain the disparity?

- A. Measure cases with and without articles attached with high CSAT scores.
- B. Measure cases with and without articles attached with high net promoter scores (NPS),
- C. Measure cases with and without articles attached based on case status.

Answer: [\(SHOW ANSWER\)](#)

To understand the disparity in customer satisfaction reports, measuring cases with and without Knowledge articles attached, and correlating them with high Customer Satisfaction (CSAT) scores can provide insights.

This KPI could reveal whether the use of Knowledge articles directly impacts customer satisfaction, helping to explain the inconsistency between KPIs and customer testimonials.

NEW QUESTION: 74

Cloud Kicks uses Einstein Next Best Action to help service reps when working on a customer case. Multiple service reps work on the same case.

What should a consultant configure to show service reps when items were started, paused, resumed, and completed?

- A. Activity analytics tab
- B. Case History related list
- C. Actions & Recommendations component

Answer: C [\(LEAVE A REPLY\)](#)

Comprehensive and Detailed Explanation From Exact Extract:

The Actions & Recommendations component is designed to work with Einstein Next Best Action to guide service reps through suggested steps and monitor their status in real-time. This includes tracking when an action is:

- * Started
- * Paused
- * Resumed
- * Completed

This component maintains state awareness and ensures continuity across agents in collaborative environments. It provides a user-friendly visual history that supports consistent service experiences and simplifies handoffs between reps.

Reference: Salesforce Service Cloud - Einstein Next Best Action Implementation Guide - Actions & Recommendations Component

NEW QUESTION: 75

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

Which solution should a consultant recommend?

- A. Employee Community
- B. Partner Experience site
- C. Customer Experience site

Answer: B ([LEAVE A REPLY](#))

For providing resellers with a secure portal to share customer accounts, submit and track cases, and view reports, implementing a Partner Experience site is recommended. This solution offers a collaborative platform tailored for partners, enhancing communication, case management, and access to vital information, strengthening the partnership ecosystem.

NEW QUESTION: 76

Universal Containers provides phone support to customers. The abandoned call rate has been high in recent months.

Which solution should a Service Cloud Consultant recommend to address the issue?

- A. Create case assignment rules for service rep routing.
- B. Configure and set up Service Swarming in Slack.
- C. Enable contact requests and queue callbacks.

Answer: C ([LEAVE A REPLY](#))

Queue callbacks and contact requests are features of Service Cloud Voice and Omni-Channel, allowing customers to request a callback instead of waiting on hold. This reduces abandoned call rates and improves the customer experience by letting them maintain their place in the queue.

Option A (case assignment rules) applies to internal case routing, not telephony wait management.

Option B (Service Swarming) helps with collaboration but doesn't address abandoned calls.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Interaction Channels Domain.
- * Salesforce Help: "Reduce Abandon Rates Using Queue Callbacks in Service Cloud Voice."
- * Salesforce Spring '24 Release Notes - Contact Center Enhancements and Callback Functionality.

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NEW QUESTION: 77

Universal Containers wants to automate responses to a high volume of common customer queries such as

"What's my account number?" or "I need to reset my password." They require a solution that can operate 24/7, provide natural, conversational replies, and understand the context of the entire conversation.

What should the Service Cloud Consultant recommend?

- A.** Implement Agentforce Service Agent with standard topics like "Account Management" and associated actions.
- B.** Implement generative Search Answers on a customer-facing knowledge base.
- C.** Implement public knowledge base in an Experience Cloud and create users for each customer.

Answer: (SHOW ANSWER)

According to the Salesforce Service Cloud (Einstein and Agentforce capabilities) outlined in the Salesforce Spring '24 Release Notes and the Service Cloud Consultant Exam Guide - Interaction Channels Domain, the best practice for automating natural, conversational customer interactions is through Agentforce (previously Einstein Copilot for Service). Agentforce Service Agent uses AI-driven conversation understanding and standard topics such as

"Account Management," "Billing," or "Password Reset", allowing customers to interact in natural language while the system retrieves answers, performs actions, and maintains full context across multiple turns of a conversation. It operates 24/7 on digital channels such as chat or messaging and integrates seamlessly with Service Cloud data to personalize responses.

Option B (Generative Search Answers) provides AI-generated search results from knowledge articles but lacks true conversational context and interaction flow.

Option C (Public Knowledge Base in Experience Cloud) provides self-service information but does not enable conversational automation or context-aware dialogues.

Referenced Salesforce Materials:

* Salesforce Spring '24 Release Notes - Service Cloud: Agentforce Service Agent Enhancements (Introduces AI-driven conversational agents that use generative AI to provide contextual responses).

* Service Cloud Consultant Exam Guide - Interaction Channels Domain (Covers automation options including Einstein Bots and Agentforce for conversational customer support).

* Salesforce Documentation: Agentforce for Service Overview (Defines Agentforce as an AI assistant capable of handling natural, multi-turn conversations 24/7).

NEW QUESTION: 78

Cloud Kicks wants to standardize its service key performance indicators (KPIs) for response time and first case closure rates. Individual service reps, team leaders, regional directors, and the VP of service should see the same KPIs calculated using only the data the user can access.

What is the recommended running user to meet the requirements?

- A.** Dashboard viewer
- B.** VP of service
- C.** Team leaders

Answer: A (LEAVE A REPLY)

To ensure consistent KPI definitions while respecting data visibility rules, Salesforce dashboards should use the "Dashboard Viewer" as the running user. This setting ensures that each user viewing the dashboard sees data according to their own access permissions (role hierarchy, sharing rules, etc.), but all use the same filters and calculations.

If the dashboard used the VP of service as the running user, all viewers would see organization-wide data, violating visibility requirements. Team leaders (Option C) would restrict the data too narrowly.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.
- * Salesforce Help: "Set the Running User for a Dashboard."
- * Salesforce Trailhead: "Customize Dashboard Visibility with the Dashboard Viewer Option."

NEW QUESTION: 79

Cloud Kicks (CK) wants to adopt artificial intelligence (AI) for improving case closure key performance indicators (KPIs) and product support planning within its Service organization. CK has at least 1,000 closed cases from which it can predict accurate values for fields that are empty. CK has yet to implement any Einstein AI products.

Which approach should the consultant recommend to start. AI efforts at CK?

- A.** Review and address Case data issues and set up Einstein Classification Apps.
- B.** Review and address Case data issues and set up Einstein Article Recommendations.
- C.** Confirm there are enough closed cases and turn on Einstein Service AI Grounding with Cases.

Answer: A (LEAVE A REPLY)

To start AI efforts for improving case closure KPIs and product support planning, reviewing and addressing case data quality issues is essential before setting up Einstein Classification Apps. This approach ensures the AI models are trained on clean, reliable data, enhancing the accuracy of predictions for empty fields and overall effectiveness of the AI implementation in the Service organization.

NEW QUESTION: 80

Universal Containers wants to automate the process of case creation. While conducting a business process review, the consultant learned that customers sometimes upload digital pictures of the problem.

Following best practices, which solution should a consultant recommend?

- A.** Email-to-Case
- B.** AppExchange package
- C.** Web-to-Case

Answer: [\(SHOW ANSWER\)](#)

For automating case creation and accommodating customers who upload digital pictures, Email-to-Case is the best practice solution. It allows customers to send emails with attachments, which are automatically converted into cases, including the digital pictures, streamlining the case creation process and improving response times.

NEW QUESTION: 81

Cloud Kicks wants to offer its customers a more personalized, flexible service experience beyond emails, phone calls, and chatbots.

What should the consultant recommend to meet this requirement?

- A.** Social media
- B.** Messaging apps
- C.** Salesforce Knowledge

Answer: **B** [\(LEAVE A REPLY\)](#)

To offer a more personalized and flexible service experience, integrating messaging apps into the service strategy is recommended. Messaging apps allow for asynchronous, convenient communication that can enhance customer engagement and satisfaction by catering to their preferences for quick, informal interactions.

NEW QUESTION: 82

Universal Containers (UC) has implemented Knowledge-Centered Support (KCS). Specific article types and categories require approval. Both the "Publish Articles" and the "Submit for Approval" buttons are available on page layouts. Agents are forgetting to submit certain article types for approval. UC wants to automate the Approval Process.

What should a consultant recommend to meet the requirement?

- A.** Use a record-triggered flow to determine when article approvals are needed.
- B.** Use a record-triggered flow to submit all articles for approval.

C. Use a scheduled action to determine when article approvals are needed.

Answer: ([SHOW ANSWER](#))

Comprehensive and Detailed Explanation:

To automate the submission of articles for approval in Salesforce Knowledge, especially when certain article types and categories require approval, a record-triggered flow can be utilized. This flow can be configured to automatically submit articles for approval upon creation or update, ensuring that the approval process is initiated without relying on agents to manually submit articles.

From Salesforce Help:

"Create an Approval Process and use After-save Record-Triggered Flow to automatically submit the record into the Approval Process."

-Auto Submit Record into Approval Process with Flow

By implementing this solution, UC can ensure that articles requiring approval are consistently submitted through the appropriate approval processes, aligning with KCS practices and reducing the risk of agents forgetting to initiate approvals.

NEW QUESTION: 83

A customer service organization wants to implement an at-scale Incident Management process with its internal development teams across businesses. The development teams use Jira as their development system of record, and the service organization is in Service Cloud.

What should a Service Cloud Consultant recommend exploring?

- A.** An AppExchange package for Incident Management and a package for Jira Connection
- B.** A connected application with the Jira Integration settings for Customer Service Incident Management
- C.** Salesforce Customer Service Incident Management with Jira through MuleSoft Composer

Answer: ([SHOW ANSWER](#))

Salesforce introduced Customer Service Incident Management (CSIM) to enable enterprise-scale incident tracking and resolution across business units. When integrated with Jira, development and service teams can collaborate seamlessly on shared incidents, automatically syncing case updates, status changes, and resolution notes.

The Winter '23 and Spring '24 Release Notes specify that Salesforce supports Customer Service Incident Management with Jira integration through MuleSoft Composer, which allows low-code connectivity between Service Cloud and Jira without custom code. This approach ensures data consistency, scalability, and real-time synchronization across systems.

Option A adds unnecessary packages and complexity, while Option B does not reflect the supported integration pattern for CSIM.

Referenced Salesforce Materials:

- * Salesforce Winter '23 Release Notes - Service Cloud: Customer Service Incident Management (Jira integration using MuleSoft Composer).
- * Service Cloud Consultant Exam Guide - Integration and Data Management Domain.
- * Salesforce Help: "Integrate Jira with Salesforce Customer Service Incident Management via MuleSoft Composer".

NEW QUESTION: 84

Universal Containers provides customers with different service levels based on their services agreement. The VP of customer service wants to use Service Cloud to track when cases have yet to reach certain stages and ensure that senior management is alerted accordingly.

Which feature should a consultant recommend to address this requirement?

- A.** Reports and Dashboards
- B.** Entitlements and Milestones
- C.** Service Contracts

Answer: (SHOW ANSWER)

To track case progress against service levels and alert senior management for cases not reaching certain stages, Entitlements and Milestones within Service Cloud are recommended. This feature enables organizations to define specific service levels and the associated timelines for case resolution. Milestones can be used to monitor critical stages in case resolution, and actions can be configured to alert management if cases are at risk of breaching service levels.

NEW QUESTION: 85

A consultant is advising Cloud Kicks on developing call center metrics to measure service rep productivity based on a combination of quality and practical metrics.

Which key performance indicator (KPI) usually points to high customer satisfaction?

- A.** Knowledge article creation rate
- B.** First Contact Resolution
- C.** Self-help case deflection

Answer: B (LEAVE A REPLY)

First Contact Resolution (FCR) is one of the most important quality metrics directly correlated with high customer satisfaction and loyalty. It measures the percentage of customer issues resolved during the initial interaction without requiring follow-up.

According to the Service Cloud Consultant Exam Guide - Contact Center Analytics Domain, improving FCR typically increases CSAT and reduces overall case volume and handling costs. It reflects the effectiveness of service reps and the quality of internal processes.

- * Option A (Knowledge article creation rate) measures internal enablement and content productivity but not customer satisfaction directly.

* Option C (Self-help case deflection) reflects channel efficiency, not direct interaction quality.

Referenced Salesforce Materials:

* Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.

* Salesforce Help: "Key Service Metrics and KPIs for Contact Centers".

* Salesforce Trailhead: "Improve Customer Satisfaction with FCR and CSAT Metrics".

NEW QUESTION: 86

The service team members at Cloud Kicks (CK) are struggling to collaborate with each other on Cases. CK also uses Slack internally.

What should the consultant recommend?

A. Enable and configure Swarming in Slack.

B. Create a case team workspace in Slack.

C. Configure a case notification Slackbot.

Answer: B (LEAVE A REPLY)

Creating a dedicated workspace in Slack for case teams enables real-time collaboration and communication among Cloud Kicks service team members. This approach leverages the existing internal use of Slack, providing a familiar platform for team members to discuss cases, share updates, and collaborate effectively.

NEW QUESTION: 87

Universal Containers (UC) has hired a consulting firm to implement Service Cloud for its contact center for the first time. The project requires quick iterations and speedy completion. UC has requested frequent updates from the project team for check-ins and refinement.

Which methodology should the consultant recommend given the requirements?

A. Waterfall

B. Hybrid

C. Agile

Answer: C (LEAVE A REPLY)

Given the requirements for quick iterations, speedy completion, and frequent updates, the Agile methodology is recommended. Agile allows for adaptive planning, evolutionary development, early delivery, and continuous improvement, facilitating rapid response to changes and ensuring close collaboration with the client for regular feedback and refinement.

NEW QUESTION: 88

The support manager at Universal Containers wants to measure first-call resolution by channel, agent, and calendar month.

Which reporting solution should the consultant recommend?

A. Create a report using Grouping.

- B. Create a reporting snapshot.
- C. Create a joined report.

Answer: C (LEAVE A REPLY)

To measure first-call resolution by channel, agent, and calendar month, a joined report is recommended. This type of report allows the combination of related reports into a single report with multiple blocks, enabling the analysis of data across different dimensions such as communication channels, individual agent performance, and timeframes, providing a comprehensive view of first-call resolution metrics.

NEW QUESTION: 89

Managers at Cloud Kicks often need to update the Case Type field for up to 75 cases at one time using list views.

Which Service Console productivity tool should a consultant recommend?

- A. Run a macro on each case.
- B. Use a mass Quick Action.
- C. Use a keyboard shortcut.

Answer: B (LEAVE A REPLY)

For managers at Cloud Kicks who need to update the Case Type field for multiple cases at once using list views, utilizing a mass Quick Action is the recommended Service Console productivity tool. Mass Quick Actions allow users to make updates to multiple records simultaneously from a list view, streamlining the process of updating case information and enhancing efficiency in case management workflows.

NEW QUESTION: 90

In which of the following scenarios should a consultant use a Screen Flow?

- A. Provide decision-based troubleshooting steps for support reps.
- B. Transfer a call to another support rep within the Service Console.
- C. Redirect a support rep to a Knowledge article during case creation.

Answer: (SHOW ANSWER)

Screen Flows are used in Salesforce to guide users through interactive, decision-based processes. For example, a Screen Flow can present troubleshooting questions and next steps to support reps, dynamically adapting based on responses. This allows for consistent issue resolution and knowledge capture.

Option B (call transfer) is handled through Omni-Channel or CTI features, not Flow.

Option C (redirecting to Knowledge) can be done with console components or Einstein Article Recommendations, not a Screen Flow.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Service Cloud Solution Design Domain.
- * Salesforce Help: "Use Screen Flows for Guided Troubleshooting and Agent Assistance."
- * Salesforce Trailhead: "Build Guided Service Flows."

NEW QUESTION: 91

Universal Containers is launching a full line of new products, and Service Cloud should support the following requirements:

- * Customer service agents need to collaborate with other teams.
- * The product development team needs to be alerted on high-priority cases for specific products.

Which solution meets these requirements?

- A.** Use Salesforce Flow for notifications and Case Teams to monitor cases,
- B.** Use Escalation Rules for notifications and Case Teams to monitor cases.
- C.** Use Salesforce Flow for notifications and Account Teams to monitor cases.

Answer: ([SHOW ANSWER](#))

To meet the requirements of collaboration and alerting the product development team on high-priority cases for specific products, utilizing Escalation Rules for notifications and Case Teams for case monitoring is recommended. This approach ensures that critical cases are escalated and visible to the necessary teams for timely and collaborative resolution.

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NEW QUESTION: 92

Support supervisors at Cloud Kicks want to view key performance indicators (KPIs) and see graphs and data about their Service Cloud Voice contact centers.

How can they track call volume, average handle time, average speed to answer, and more metrics?

- A.** Use the Service CRM Analytics app.
- B.** Create a custom dashboard with reports on cases and service rep work.
- C.** Install a Service Cloud Reports package from the AppExchange.

Answer: **A** ([LEAVE A REPLY](#))

The Service CRM Analytics app (formerly Einstein Analytics for Service) provides out-of-the-box dashboards and KPIs for Service Cloud Voice, including:

- * Call Volume
- * Average Handle Time
- * Average Speed to Answer

- * Abandon Rate

- * First Call Resolution

This analytics app integrates directly with Service Cloud Voice data, providing supervisors and managers with deep insights and visualizations that go beyond standard report capabilities.

Option B (custom dashboards) can display case data but not real-time Voice KPIs.

Option C (AppExchange reports) may not integrate seamlessly with telephony metrics.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.

- * Salesforce Help: "Use Service CRM Analytics for Service Cloud Voice."

- * Salesforce Spring '24 Release Notes - Service CRM Analytics Enhancements for Voice.

NEW QUESTION: 93

Cloud Kicks uses Omni-Channel to route cases to service reps based on location. At times, certain locations are over capacity while other locations have available capacity.

Managers would like the ability to respond to these situations.

What should a consultant recommend as a solution?

A. Use Omni-Channel Skills-Based Routing to expedite case resolution.

B. Configure an Overflow Assignee in Omni-Channel Routing.

C. Use Omni Supervisor to change reps' queues.

Answer: C (LEAVE A REPLY)

Omni-Supervisor allows service managers to monitor agent workload, queue utilization, and routing capacity in real time. Using Omni-Supervisor, managers can manually reassign work, adjust queue capacity, or redirect cases to other agents or queues when one location is over capacity.

This aligns with the Interaction Channels domain of the Service Cloud Consultant Guide, which highlights Omni-Supervisor as the recommended tool for real-time load balancing and operational adjustments.

Option A (Skills-Based Routing) improves matching efficiency but doesn't allow dynamic response to live capacity issues.

Option B (Overflow Assignee) routes unassigned cases to a single fallback user, not a scalable solution for multi-location capacity management.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Interaction Channels Domain (Omni-Channel and Supervisor capabilities).

- * Salesforce Help: "Monitor and Manage Agents with Omni-Supervisor".

- * Salesforce Winter '23 Release Notes - Omni-Channel Enhancements (real-time monitoring and manual reassignment).

NEW QUESTION: 94

Universal Containers is getting ready to start User Acceptance Testing (UAT) for its customer service transformation project. The consultant has been asked where the testing should occur. The business users and stakeholders need an environment that can support 60 days of UAT and includes representative data from production.

Which environment type should the consultant recommend?

- A. Partial Copy Sandbox
- B. Full copy sandbox
- C. Developer Pro Sandbox

Answer: (SHOW ANSWER)

A Full Copy Sandbox is a complete replica of a production environment, containing both metadata and all data records. It is the most appropriate environment for conducting extended User Acceptance Testing (UAT), especially when real-world data and scenarios need to be validated over an extended period like 60 days.

This sandbox type supports thorough testing of configurations, integrations, and customizations under conditions that mirror live operations. Business users benefit from working with a familiar data set, reducing surprises during go-live. It is superior to Developer or Partial Copy Sandboxes for full-system validation.

References:[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.data_sandbox_types.htm&type=5)

[id=sf.data_sandbox_types.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.data_sandbox_types.htm&type=5)[https://help.](https://help.salesforce.com/s/articleView?id=sf.sandbox_create.htm&type=5)

[salesforce.com/s/articleView?id=sf.sandbox_create.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.sandbox_create.htm&type=5)

NEW QUESTION: 95

Universal Containers has implemented a call-based response system. The call wait time has become too long, and customer service is being affected. Management would like to find a way to reduce customers' wait times and enable agents to handle more inquiries at a time.

Which feature should a consultant recommend?

- A. Case Auto-Response Rule
- B. Einstein Service Replies
- C. Salesforce Messaging

Answer: (SHOW ANSWER)

Comprehensive and Detailed Explanation:

Einstein Service Replies utilizes generative AI to draft and recommend relevant replies to service representatives during chat or messaging sessions, or for case emails. By providing AI-generated responses, agents can handle inquiries more efficiently, reducing customer wait times and increasing the number of inquiries managed simultaneously.

From Salesforce Help:

"Use Einstein generative AI with Service Replies to draft and recommend relevant replies to service reps during chat or messaging sessions, or for case emails."

Implementing Einstein Service Replies can significantly enhance agent productivity by streamlining the response process, thereby addressing the issue of long call wait times.

NEW QUESTION: 96

Universal Containers wants to implement a new Experience Cloud site 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 1 million registered customers to securely submit cases and view the status of those cases
- * Ability for registered customers to save favorite Knowledge articles for easy access later

A. Implement a Customer Account Portal experience.

B. Implement a Help Center experience.

C. Implement a Microsite (LWR) experience.

Answer: A (LEAVE A REPLY)

A Customer Account Portal experience (Customer Service template) is the recommended approach when an organization needs to:

- * Support authenticated users (registered customers) who can create, view, and manage cases securely.
- * Handle large-scale user volumes (millions of customers).
- * Provide personalized functionality, such as saving favorite articles and accessing case history.
- * Allow public (unauthenticated) access to search Knowledge articles.

Option B (Help Center) supports anonymous article browsing but lacks robust authenticated features like case management or personalization.

Option C (Microsite LWR) is designed for lightweight, static content and marketing use cases, not authenticated service portals.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Service Cloud Solution Design Domain.
- * Salesforce Help: "Customer Account Portal Overview and Configuration."
- * Salesforce Experience Cloud Implementation Guide - Selecting the Right Template.

NEW QUESTION: 97

Cloud Kicks (CK) uses Lightning Experience and Lightning Knowledge in its service center. CK wants an easy way for service agents to create new articles when closing a case. The new article should include appropriate details from the case to make it useful for others.

A. Use a trigger to automatically create a new article.

B. Develop a globally-shared macro to create a new article.

C. Create a Quick Action to map case fields to a new article.

Answer: C (LEAVE A REPLY)

Quick Actions in Lightning Experience allow admins to configure guided flows or prefilled forms that map case data to a new Knowledge Article. This is a standard and

recommended approach to help service reps efficiently publish helpful content during case closure.

Option A (trigger) would require custom development and is unnecessary for this standard use case.

Option B (macro) automates console actions but cannot create Knowledge articles with mapped case data.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Knowledge Management Domain.
- * Salesforce Help: "Create Knowledge Articles from Cases Using Quick Actions."
- * Salesforce Spring '24 Release Notes - Lightning Knowledge Authoring Enhancements.

NEW QUESTION: 98

Universal Containers has tested Skills-Based Routing in a sandbox and is ready to deploy to production.

Which solution should a consultant use to deploy the Service Resources, Skills, and Routing?

- A.** Data Import Wizard
- B.** Data Loader
- C.** Mass Transfer Records

Answer: B (LEAVE A REPLY)

For deploying Service Resources, Skills, and Routing configurations from sandbox to production, using Data Loader is recommended. This tool allows for the bulk import, export, and update of data, making it suitable for transferring complex configurations related to Skills-Based Routing and associated records efficiently.

When migrating data such as Service Resources, Skills, and Routing configurations from sandbox to production, Data Loader is the appropriate tool. Unlike the Mass Transfer tool or the Data Import Wizard, Data Loader supports all standard and custom objects, including complex relationships like those used in Field Service and Omni-Channel routing. The Data Import Wizard has limited object support and doesn't allow mapping of relationships such as those between skills and resources. Mass Transfer Records is not intended for configuration data migration.

Salesforce recommends using Data Loader to export/import configuration objects like:

- * ServiceResource
- * Skill
- * ServiceTerritoryMember
- * SkillRequirement

These objects are part of the skills-based routing setup and are well-supported in Data Loader operations.

Reference: Salesforce Service Cloud Setup Guide - Skills-Based Routing Deployment Using Data Loader

NEW QUESTION: 99

A recent analysis of cases at Cloud Kicks (CK) revealed a high percentage of simple cases, such as password resets and order inquiries. CK wants to provide customer self-service via Enhanced Channels such as SMS, Facebook Messenger, and WhatsApp. CK has created a Service Agent to meet this requirement.

What should the Service Cloud Consultant recommend as a next step to connect this AI agent to the Enhanced Channels?

- A. Create an embedded service deployment.
- B. Create an auto-launched flow.
- C. Create a new messaging channel.

Answer: C (LEAVE A REPLY)

To make the Agentforce Service Agent available for customer-facing conversations over Enhanced Messaging Channels (SMS, WhatsApp, Facebook Messenger, etc.), the next step is to create a new messaging channel and assign the AI agent to it. This allows the agent to engage directly with customers through these digital platforms while maintaining context and automation.

Option A (embedded service deployment) is used for web chat or web messaging, not Enhanced Messaging.

Option B (auto-launched flow) could define logic but cannot connect the AI to the channel.

Referenced Salesforce Materials:

- * Salesforce Spring '24 Release Notes - Agentforce Service Agent: Channel Connection Enhancements.
- * Service Cloud Consultant Exam Guide - Interaction Channels Domain.
- * Salesforce Help: "Connect Agentforce Service Agent to Messaging Channels (WhatsApp, SMS, Facebook)."

NEW QUESTION: 100

A customer submitted a case that is routed to a service desk agent at Universal Containers. After the agent responds to the case, they realize the customer is ineligible for support.

Which solution should the consultant recommend to prevent this scenario from happening in the future?

- A. Add the Case's Entitlement related list to the Case Lightning Record Page.
- B. Add the related Contact's Entitlement related list to the Case Lightning Record Page.
- C. Add the related Account's Entitlement related list to the Case Lightning Record Page.

Answer: B (LEAVE A REPLY)

To prevent agents from responding to cases from customers who are ineligible for support, adding the related Contact's Entitlement related list to the Case Lightning Record Page is recommended. This allows agents to quickly verify the customer's entitlement to support before proceeding with case resolution, ensuring compliance with support policies.

NEW QUESTION: 101

A manager would like information on which Knowledge articles are used most often by call center agents.

Which report should a consultant use to identify the Knowledge articles that are used most often?

- A. Knowledge articles with the most revisions
- B. Knowledge articles with the highest ratings
- C. Number of Knowledge articles attached to Cases

Answer: C ([LEAVE A REPLY](#))

To identify which Knowledge articles are used most often by call center agents, creating a report that tracks the number of Knowledge articles attached to cases is recommended. This provides insights into which articles are most frequently utilized in case resolutions, informing content optimization and training efforts.

NEW QUESTION: 102

Cloud Kicks has recently started using Entitlements within its support process. Service agents are selecting entitlements with similar names that are incorrectly associated with the account assigned on the case.

What should a consultant recommend to meet the requirements and help service agents?

- A. Enable lookup filters.
- B. Configure a Quick Action.
- C. Set OWD sharing to Private.

Answer: A ([LEAVE A REPLY](#))

Lookup filters can be used to restrict the Entitlements that service agents can select based on specific criteria, such as the account associated with the case. By enabling lookup filters, Cloud Kicks can ensure that agents are only presented with relevant entitlements, reducing the risk of selecting incorrect entitlements and improving the support process's efficiency.

NEW QUESTION: 103

Universal Containers (UC) has decided to use skills-based routing to ensure service reps are assigned the appropriate work item. UC requires that it can view the backlog of work grouped by skills, to reassign reps to the appropriate skill.

What should the Service Cloud Consultant recommend?

- A. Configure custom logging and capacity alerts in Omni-Channel Flow.
- B. Use the capabilities within Omni Supervisor.
- C. Create a custom report type with inline editing.

Answer: B ([LEAVE A REPLY](#))

Omni-Supervisor provides built-in visibility into skills-based routing queues, agent workloads, and backlog distribution across all skills. Managers can monitor real-time

metrics such as agent availability, assigned work, and queued cases per skill, and can reassign agents dynamically to balance workloads.

This capability fulfills UC's requirement for visibility and control within skills-based routing. Option A is too limited, focusing on technical configuration rather than providing real-time monitoring.

Option C (custom report type) only offers static reporting, not live visibility or reallocation functionality.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Interaction Channels Domain (Omni-Channel and Supervisor functions).

- * Salesforce Help: "Monitor Skills-Based Routing in Omni-Supervisor".

- * Salesforce Winter '23 Release Notes - Omni-Channel Skills and Supervisor Enhancements.

NEW QUESTION: 104

Which feature can a consultant deploy to route cases from social channels within a limited timeframe?

- A.** Use custom case assignment rules.
- B.** Implement an Apex solution.
- C.** Use a third-party app from AppExchange.

Answer: ([SHOW ANSWER](#))

To route cases from social channels efficiently within a limited timeframe, configuring custom case assignment rules is recommended. These rules can automate the distribution of cases based on specific criteria, ensuring that cases are promptly assigned to the appropriate agents or queues for timely resolution.

NEW QUESTION: 105

What is a common deflection technique to reduce the number of interactions for a contact center?

- A.** Suggest articles for an Email-to-Case question.
- B.** Recommend articles prior to a Chat session.
- C.** Recommend articles during a call from a support agent.

Answer: ([SHOW ANSWER](#))

A common deflection technique to reduce contact center interactions is to recommend Knowledge articles to customers before they initiate a Chat session. This proactive approach can resolve customer queries without the need for direct agent interaction, improving efficiency and customer satisfaction by providing immediate solutions.

NEW QUESTION: 106

Cloud Kicks is planning to provide different levels of support to customers in order to ensure its agents are working within the confines of the service-level agreements (SLAs).

Which feature should the consultant consider?

- A. Entitlements
- B. Case Management
- C. Service Contracts

Answer: A (LEAVE A REPLY)

To provide different levels of support and ensure adherence to service-level agreements (SLAs), utilizing Entitlements is recommended. Entitlements define customers' rights to specific support services and SLAs, enabling Cloud Kicks to manage and enforce different support levels effectively, ensuring that agents deliver the appropriate level of service to each customer.

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NEW QUESTION: 107

Service Console users work on dozens of cases at a time and often need to update a case they worked on earlier in the day.

What should a consultant recommend?

- A. Add History to the Utility bar.
- B. Create a custom dashboard.
- C. Keep all cases open in tabs.

Answer: A (LEAVE A REPLY)

For Service Console users who need to efficiently revisit cases worked on earlier, adding the History component to the Utility Bar is recommended. This provides quick access to recently viewed records, enabling users to navigate back to previous cases without keeping all cases open in tabs, enhancing productivity and case management efficiency.

NEW QUESTION: 108

Universal Containers (UC) is using skills-based routing to assign cases to service reps based on their relevant product specialization. UC also wants to automatically assign service reps to the next case to evenly distribute the case workload.

- A. Least Active
- B. Manual Push
- C. Most Available

Answer: (SHOW ANSWER)

The Most Available routing model in Omni-Channel ensures that the next available agent with the least workload (based on capacity) automatically receives the next case, maintaining an even distribution of work.

It can also use skills-based routing to match cases to qualified agents.

Option A (Least Active) prioritizes agents with fewer open tasks but doesn't ensure capacity-based fairness.

Option B (Manual Push) requires supervisors to manually assign cases, which is inefficient.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Interaction Channels Domain.
- * Salesforce Help: "Configure Routing Models in Omni-Channel."
- * Salesforce Winter '23 Release Notes - Skills-Based and Capacity-Based Routing Enhancements.

NEW QUESTION: 109

The support manager at Universal Containers is getting inaccurate support rep performance reports. After researching the data, the Salesforce admin has identified hundreds of cases that are closed but still owned by a queue.

- A.** Use Data Loader periodically to assign these cases to a default owner.
- B.** Create a case validation rule to ensure cases are owned by a user when closed.
- C.** Create a case assignment rule to ensure cases are owned by a user when closed.

Answer: (SHOW ANSWER)

A Case Assignment Rule ensures that when cases are updated or closed, ownership is automatically reassigned based on defined criteria-such as routing to the correct agent or user queue. This prevents closed cases from remaining assigned to queues, which causes inaccurate reporting.

Option A (manual reassignment using Data Loader) is not scalable or automated.

Option B (validation rule) would prevent case closure until ownership changes, but it would disrupt agent workflows rather than resolve ownership automatically.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Case Management Domain.
- * Salesforce Help: "Use Case Assignment Rules to Automatically Assign Ownership."
- * Salesforce Trailhead: "Automate Case Ownership and Routing."

NEW QUESTION: 110

Universal Containers (UC) faces challenges in efficiently managing and responding to a growing number of customer queries within Service Cloud. A consultant is advising on the implementation of chatbots to improve current customer support operations.

Which specific aspect should UC prioritize when implementing chatbots to improve customer support operations?

- A.** Focus on scalability for handling high inquiry volume.
- B.** Work on integrating with social media platforms.
- C.** Emphasize continuous monitoring of chat.

Answer: A ([LEAVE A REPLY](#))

When implementing chatbots to improve customer support operations, prioritizing scalability is crucial.

Scalability ensures that the chatbot system can handle a high volume of inquiries efficiently, without compromising response times or customer experience. This focus helps in managing peak periods and growing customer bases, making chatbots a sustainable solution for enhancing support operations.

NEW QUESTION: 111

Universal Containers is implementing Service Cloud Voice with Amazon Connect. The administrator created a new sandbox for testing.

What should the administrator expect with regard to the new sandbox configurations?

- A.** The AWS Account and contact centers are copied automatically when the sandbox is created, but voice call data is not.
- B.** A new AWS Account is automatically created, but the contact center and voice call data are not copied into the new sandbox.
- C.** The AWS Account, contact centers, and voice call data are copied automatically when the sandbox is created.

Answer: ([SHOW ANSWER](#)**)**

When a new sandbox is created in an org that uses Service Cloud Voice with Amazon Connect, the AWS account and contact center configuration are not copied from production to the sandbox. Each sandbox environment requires its own AWS account and separate Amazon Connect contact center setup.

This ensures data segregation and security between production and test environments.

Voice call data, transcripts, and recordings also do not transfer automatically.

Option A is incorrect because Salesforce does not replicate AWS configurations when sandboxes are created.

Option C is incorrect because neither AWS configurations nor data are copied between environments.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Interaction Channels Domain.
- * Salesforce Help: "Service Cloud Voice with Amazon Connect Sandbox Configuration."
- * Salesforce Spring '24 Release Notes - Service Cloud Voice and Amazon Connect Integration Considerations.

NEW QUESTION: 112

Universal Containers (UC) is coaching new service agents to improve their productivity and service quality.

The agents must understand how to intake a case, mark the required fields for product issues, how to wrap up a case, and how to escalate a case.

Which solution should the consultant advise that service supervisors use to meet these requirements?

- A.** Create an Omni-Flow for routing. Use a Screen Pop that serves a flow and the interaction record for the service agent. Report on the Average Handle Time and CSAT.
- B.** Place a flow in a Flow component on the case record. Add a custom field to the flow for tracking progress. Create a custom report type for providing the metric.
- C.** Set up steps with flows in an Actions & Recommendations deployment. Add the component to the service agent record page. Use Action History to spot check adherence.

Answer: C (LEAVE A REPLY)

Comprehensive and Detailed Explanation:

Actions & Recommendations in Salesforce allows for the creation of guided processes for agents, ensuring consistency and adherence to best practices. By setting up steps with flows in an Actions & Recommendations deployment, supervisors can provide structured guidance to agents on case intake, field completion, case wrap-up, and escalation procedures. The Action History feature enables supervisors to monitor adherence to these processes.

From Salesforce Help:

"Use the Actions & Recommendations component to walk users through multiple-step procedures, ensuring consistency and adherence to best practices."

-Use the List in the Actions & Recommendations Component

This approach provides a scalable and trackable method for training and guiding new service agents.

NEW QUESTION: 113

Cloud Kicks (CK) wants to explore having a full Incident Management, Swarming, and Change Management process to provide a foundation for its auditing and governance needs. CK also wants interactive recommendations for every department during this process.

Besides implementing Incident Management and Service Cloud for Slack, what should a consultant recommend for the full solution?

- A.** Implement flow orchestration with Work Guides
- B.** Implement a third-party app from AppExchange.
- C.** Implement Guidance for Success and Knowledge articles.

Answer: A (LEAVE A REPLY)

For a full Incident Management, Swarming, and Change Management process that includes interactive recommendations, implementing flow orchestration with Work Guides is recommended. Work Guides provide step-by-step guidance and can orchestrate complex processes across departments, ensuring adherence to auditing and governance requirements while offering interactive, context-specific recommendations.

NEW QUESTION: 114

The support team at Cloud Kicks would like to implement a messaging tool to address common customer feedback and concerns. The support team also wants to extend their support capabilities.

What should the consultant recommend to meet the requirement?

- A. Slack Connect
- B. Service GPT
- C. Einstein Bots

Answer: C (LEAVE A REPLY)

Einstein Bots should be recommended to address common customer feedback and concerns while extending support capabilities. Einstein Bots are part of Salesforce's Service Cloud and can be programmed to handle routine customer inquiries, freeing up agents to focus on more complex issues. These bots can be integrated into various messaging platforms, providing a scalable and efficient way to improve customer service and satisfaction.

NEW QUESTION: 115

Cloud Kicks has a robust Service Cloud implementation for its customer service team. The software engineering team would like to track their projects within Salesforce.

Which solution should the consultant recommend?

- A. Create a new Case record type.
- B. Enable Feed Tracking.
- C. Install an AppExchange app.

Answer: C (LEAVE A REPLY)

For the software engineering team at Cloud Kicks to track projects within Salesforce, an AppExchange app dedicated to project management would be the most suitable solution. These apps are designed to handle project tracking functionalities, including task assignments, progress tracking, and collaboration features, tailored to project management needs. This approach allows for a specialized tool that integrates with Salesforce, providing a seamless experience for the engineering team without repurposing or overextending the functionality of Service Cloud case management.

NEW QUESTION: 116

Cloud Kicks customers need a method to create cases without a login. Managers are concerned that public options will increase the number of spam cases created.

What is the recommended option to prevent the creation of spam cases?

- A. On-Demand Email-to-Case Threading
- B. Web-to-Case with Einstein Case Classification
- C. Web-to-Case with reCAPTCHA enabled

Answer: C (LEAVE A REPLY)

To enable case creation without login while preventing spam, using Web-to-Case with reCAPTCHA enabled is recommended. reCAPTCHA provides an additional layer of security by verifying that case submissions are made by humans, effectively reducing the likelihood of spam cases and maintaining the integrity of case data in Salesforce.

NEW QUESTION: 117

Using the Lightning Service Console, how can a contact center manager see which service agents are currently available to accept new cases?

- A.** Omni-Channel Analytics
- B.** Omni-Channel Utility component
- C.** Omni-Channel Supervisor tab

Answer: [\(SHOW ANSWER\)](#)

The Omni-Channel Supervisor tab in the Lightning Service Console provides real-time visibility into the status of service agents, including who is currently available to accept new cases. This feature allows contact center managers to monitor and manage agent availability and workload effectively, ensuring efficient case distribution.

NEW QUESTION: 118

Universal Containers' leadership wants to reduce the level of effort required to get the right people involved to resolve service issues more quickly.

What should the consultant recommend to distribute cases?

- A.** Create queues with support agents and use assignment rules.
- B.** Predefine case teams and use assignment rules.
- C.** Configure Web-to-Case and use assignment rules,

Answer: **A** [\(LEAVE A REPLY\)](#)

To efficiently distribute cases and get the right people involved for quicker resolution, creating queues that group support agents by expertise or function and utilizing assignment rules to automatically route cases to the appropriate queues is recommended. This approach streamlines case distribution, ensuring cases are handled by agents best equipped to resolve them promptly.

NEW QUESTION: 119

Cloud Tech Support is preparing to deploy Service Cloud with new features including Case Escalation Rules and a Knowledge Base. Their current support staff is accustomed to email-only case management. The company wants minimal downtime and a high adoption rate for the new solution.

What should the Service Cloud Consultant recommend to prepare the support reps for the transition?

- A.** Develop just-in-time video tutorials and provide access after go-live so reps can learn as they use the system.

B. Deliver a combination of hands-on training and Trailhead-based learning aligned to business processes before deployment.

C. Assign power users to configure the system and handle questions post-launch without a formal enablement plan.

Answer: B (LEAVE A REPLY)

Salesforce implementation best practices emphasize proactive change management and user enablement before deployment. Delivering hands-on training combined with Trailhead-based guided learning ensures users are confident in new features such as Case Escalation and Knowledge Management prior to go-live.

This approach minimizes downtime, drives adoption, and aligns learning with actual business processes- core principles of the Implementation Strategies domain.

Option A delays learning until after go-live, increasing adoption risk.

Option C lacks structured enablement and change management planning.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Implementation Strategies Domain.

- * Salesforce Help: "Plan User Training and Change Management for Salesforce Deployments".

- * Salesforce Project Delivery Framework - Enablement and Adoption Best Practices.

NEW QUESTION: 120

A recent review of customer satisfaction surveys revealed that the support center does a poor job of upselling new products to customers. Customers report dissatisfaction when calling for service issues and receiving a sales pitch instead.

However, customers that

have been upsold new products are two times more likely to remain a customer.

What is the recommended method to ensure upselling only occurs when customers are likely to be receptive to the offer?

A. Einstein Next Best Action

B. Service Analytics Predictions

C. Visual Remote Assistant

Answer: A (LEAVE A REPLY)

To ensure upselling occurs only when customers are likely to be receptive, implementing Einstein Next Best Action is recommended. This tool uses AI to suggest the most appropriate actions or offers to service agents based on customer context and interaction history, increasing the likelihood of a positive response to upselling efforts while maintaining customer satisfaction.

NEW QUESTION: 121

Universal Containers' customers prefer speaking to a live support agent for complex product issues. This results in a high volume of phone calls and customer dissatisfaction about long hold times.

Which functionality should the consultant recommend to address the problem?

- A. Embedded Chat window
- B. Contact requests
- C. Web-to-Case

Answer: A (LEAVE A REPLY)

To address customer dissatisfaction with long hold times for phone support, embedding a Chat window on the company's website or customer portal is recommended. This provides an alternative real-time communication channel, allowing customers to quickly connect with live support agents for complex issues without the need for phone calls, reducing wait times and improving customer satisfaction.

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NEW QUESTION: 122

Cloud Kicks support agents are getting too many emails due to case ownership changes. What should the admin recommend to solve the issue?

- A. Create a screen flow to change the case owner and bypass the new ownership email.
- B. Uncheck the "Notify Case Owners when Case Ownership Changes" checkbox in Support Settings.
- C. Instruct users to uncheck the "Send notification email" checkbox when changing the owner.

Answer: B (LEAVE A REPLY)

Comprehensive and Detailed Explanation:

To reduce the volume of email notifications sent to support agents when case ownership changes, administrators can modify the Support Settings in Salesforce.

From the official Salesforce Help documentation:

"Select Cases. Select Support Settings. Deselect the Notify Case Owners when Case Ownership Changes checkbox to disable email notifications."

-Salesforce Help

By unchecking this setting, Salesforce will no longer automatically send email notifications to agents upon changes in case ownership, thereby reducing email clutter and allowing agents to focus on more critical communications.

NEW QUESTION: 123

The Universal Containers (UC) customer support organization has implemented Knowledge-Centered Support (KCS) in its call center. However, the call center management thinks that support reps should contribute new Knowledge articles more often.

What should UC do to address this situation?

- A.** Measure and reward support reps based on the number of new articles approved for publication.
- B.** Measure and reward support reps based on the number of new articles submitted for approval.
- C.** Require support reps to check a box on the case when submitting a new suggested article.

Answer: B (LEAVE A REPLY)

In a Knowledge-Centered Support (KCS) model, success is driven by knowledge contribution and continuous improvement. Salesforce recommends measuring and incentivizing the number of articles created or submitted, not just those published, since publication depends on reviewers and workflow timing.

Option A focuses on approval outcomes, which may demotivate reps.

Option C adds administrative work without driving measurable knowledge contribution.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Knowledge Management Domain.
- * Salesforce Help: "Implement KCS Metrics and Incentives in Service Cloud."
- * Salesforce Trailhead: "Drive Knowledge Contribution Using KCS Practices."

NEW QUESTION: 124

The VP of service at Universal Containers wants to make it easier and faster for support agents to send Knowledge articles to the customer.

What should a consultant configure to send the article to the customer?

- A.** Create an auto-response rule that links to Knowledge articles.
- B.** Create a Macro to send an email with Knowledge articles.
- C.** Set up the Case Deflection component to share Knowledge articles.

Answer: B (LEAVE A REPLY)

To facilitate the quick and easy sending of Knowledge articles to customers by support agents, creating a Macro that automates the process of attaching articles to an email is recommended. This streamlines the sharing of helpful information, enhancing the support experience for customers while increasing efficiency for agents.

NEW QUESTION: 125

Universal Containers (UC) needs to implement Service Cloud Voice. UC wants to protect its customers' sensitive data and ensure their privacy. UC also wants to use Voice calls for training purposes.

What should the consultant recommend?

- A.** Use Sensitive Data Rules to set Sharing Settings for the Voice Call record for the agent and the record owner.
- B.** Use Sensitive Data Rules to automatically mask sensitive information in Transcripts and Voice Call data.
- C.** Use Sensitive Data Rules to allow agents to Pause and Resume Voice Call recordings while sensitive information is exchanged.

Answer: C (LEAVE A REPLY)

Salesforce Service Cloud Voice provides features to protect customers' sensitive data and ensure privacy during voice calls. One such feature is the ability for agents to pause and resume call recordings when sensitive information is being exchanged. This functionality is controlled through Sensitive Data Rules, which can be configured to allow agents to manually pause and resume recordings during a call.

This approach ensures that sensitive information is not stored in call recordings, aligning with privacy requirements and compliance standards. Additionally, it allows the organization to continue recording calls for training and quality assurance purposes, excluding only the sensitive segments. Genesys Cloud Resource Center References:

Salesforce Help: Let Agents Pause and Resume Voice Call

Recordings <https://help.salesforce.com/s>

/articleView?id=sf.voice_pt_setup_control_call_recording.htm&language=en_US&type=5

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NEW QUESTION: 126

Universal Containers wants to direct cases based on the same criteria it applies to Messaging for In-App and Web (MIAW).

Which feature should a consultant recommend?

- A.** Omni-Channel Routing
- B.** Milestones & Entitlements processes
- C.** Case Assignment rules

Answer: A (LEAVE A REPLY)

To direct cases with the same criteria applied to Messaging for In-App and Web (MIAW), utilizing Omni-Channel Routing is recommended. This feature enables the distribution of cases based on predefined criteria, ensuring that cases are routed to the appropriate agents or queues for efficient resolution, mirroring the strategy used for MIAW.

NEW QUESTION: 127

The support management team at Universal Containers has noticed an increase in wait times over the last several months when customers call in for support.

What should a consultant recommend to help decrease customer wait times?

- A.** Set up analytical snapshots to capture key case information and create historical trending reports.
- B.** Create reports to analyze data in order to understand peak times and ensure adequate.
- C.** Create case escalation rules to route high-priority cases directly to supervisors for resolution.

Answer: B (LEAVE A REPLY)

To decrease customer wait times, creating reports to analyze call volume and identify peak times is recommended. Understanding peak periods allows for strategic staffing and resource allocation, ensuring that enough agents are available to handle the increased volume, thus reducing customer wait times.

NEW QUESTION: 128

A Service Cloud Consultant has deployed a new Agentforce Service Agent. The AI agent is not receiving messages.

Which steps did the consultant most likely miss in the configuration process?

- A.** Editing the Omni-Channel Flow to route the conversation to the new AI agent.
- B.** Configuring the standard Escalation Topic and actions in Agent Builder.
- C.** Assigning the new AI agent in Embedded Messaging chat component in Experience Cloud site.

Answer: C (LEAVE A REPLY)

For Agentforce Service Agent to function in a Messaging or Experience Cloud channel, it must be explicitly assigned to the embedded messaging component. This links the deployed AI agent to the chat widget, ensuring that customer messages are routed correctly to the configured Service Agent.

If this step is missed, the AI agent will not receive or respond to messages.

Option A (editing the Omni-Channel Flow) controls routing for human agents, not the AI Service Agent.

Option B (configuring topics) affects conversation logic but not message delivery or agent linkage.

Referenced Salesforce Materials:

- * Salesforce Spring '24 Release Notes - Agentforce Service Agent Deployment Steps.
- * Service Cloud Consultant Exam Guide - Interaction Channels Domain.
- * Salesforce Help: "Assign an Agentforce Service Agent to Embedded Messaging."

NEW QUESTION: 129

Universal Containers (UC) has deployed a call center using open CTI. Call center agents are organized into four groups reflecting UC's four different product lines. Each group's

manager would like a report on their agents' daily call volume, including related case and contact information.

How should the consultant recommend the report be created?

- A.** Build a report on Products with Activities grouped by owner.
- B.** Create a Custom Report type with Activities as the primary object.
- C.** Customize the My Team's Calls This Week standard report.

Answer: B ([LEAVE A REPLY](#))

For reporting on daily call volume including related case and contact information for different agent groups, creating a Custom Report Type with Activities as the primary object is advised. This allows for the inclusion of case and contact details in the report, providing a comprehensive view of each agent's call activity and related case interactions.

NEW QUESTION: 130

A growing retail company wants to modernize its legacy on-premises contact center, which is costly, hard to scale, and lacks support for new digital channels. The company wants to reduce overhead, scale easily during seasonal spikes, and give service reps real-time customer insights.

What should a Service Cloud Consultant recommend?

- A.** Build a custom Experience Cloud solution and integrate with external telephony providers using APIs.
- B.** Deploy Salesforce Contact Center with Amazon Connect to unify voice, chat, and case management in the cloud with real-time insights.
- C.** Extend legacy systems using Omni-Channel, Live Agent, and a third-party CTI to add new digital channels over time.

Answer: ([SHOW ANSWER](#)**)**

Salesforce Contact Center, powered by Amazon Connect, is Salesforce's recommended solution for modernizing legacy on-premises contact centers. It provides:

- * Cloud-based voice and digital channel integration directly within Service Cloud.
- * Scalability to handle seasonal demand spikes.
- * Real-time insights through integration with Service Cloud Voice, Data Cloud, and Einstein Conversation Insights.

Option A requires significant custom development and lacks unified voice-data insights.

Option C prolongs reliance on legacy systems, contradicting the modernization goal.

Referenced Salesforce Materials:

- * Salesforce Service Cloud Consultant Exam Guide - Service Cloud Solution Design Domain.
- * Salesforce Spring '24 Release Notes - Service Cloud Voice and Salesforce Contact Center Enhancements.
- * Salesforce Help: "Deploy Salesforce Contact Center with Amazon Connect".

NEW QUESTION: 131

Universal Containers (UC) is in the process of setting up Experience Cloud. UC needs to give customers access to their agreed upon response times via the portal.

Which solution should a consultant recommend?

- A. Milestones
- B. Service Contracts
- C. Maintenance Plans

Answer: (SHOW ANSWER)

To provide customers with access to their agreed-upon response times via the portal, configuring Service Contracts in Experience Cloud is advisable. Service Contracts can detail the specific service levels agreed upon, and making this information accessible through the portal ensures transparency and sets clear expectations for service delivery.

NEW QUESTION: 132

Universal Containers wants to let its customers interact in real time with support agents from their computers and mobile devices.

Which feature should a consultant recommend to meet this requirement?

- A. Web-to-Case
- B. Einstein Chat Bot
- C. Knowledge articles

Answer: B (LEAVE A REPLY)

To enable real-time interaction between customers and support agents from computers and mobile devices, implementing an Einstein Chat Bot is recommended. Chatbots provide an immediate, interactive communication channel that can escalate complex issues to live agents, enhancing the customer support experience across devices.

NEW QUESTION: 133

Cloud Kicks uses the Service Console and work items to route cases to available service reps. The service reps need a way to see work they have accepted and incoming items.

Which feature should the Service Cloud Consultant recommend?

- A. Personalized navigation menu
- B. Actions & Recommendations component
- C. Omni-Channel Utility widget

Answer: C (LEAVE A REPLY)

The Omni-Channel Utility widget (available in the Service Console footer) allows agents to manage incoming and accepted work items in real time. It displays:

- * Active and queued work,
- * Presence status,
- * Work capacity, and
- * Incoming routing notifications.

This feature is specifically designed for agents using Omni-Channel routing and ensures visibility into all work items without switching tabs.

Option A (Personalized navigation menu) provides quick access to console tabs but not work management.

Option B (Actions & Recommendations component) supports guided workflows and Einstein Next Best Action, not Omni-Channel work tracking.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Interaction Channels Domain.
- * Salesforce Help: "Use the Omni-Channel Utility to Manage Work."
- * Salesforce Trailhead: "Manage Work in Omni-Channel for Service Reps."

NEW QUESTION: 134

Cloud Kicks (CK) provides varying levels of support based on the customer's service contract. For customers with a Gold service contract, CK plans to use milestones. For example, a call comes in at 11:00 AM on Wednesday. The service rep responds at 1:00 PM on Wednesday to complete the first milestone. Then, the service rep must respond by 1:00 PM on Thursday to complete the second milestone.

Which milestone recurrence type should the consultant recommend?

- A.** Independent Recurrence
- B.** No Recurrence
- C.** Sequential Recurrence

Answer: A (LEAVE A REPLY)

In Entitlement Management, milestone recurrence defines how recurring service targets are tracked.

- * Independent Recurrence creates a new, independent milestone schedule after each milestone is completed.
- * Sequential Recurrence means each milestone must complete before the next begins, but the next milestone is dependent on the completion time of the previous one.
- * No Recurrence applies when milestones occur only once per entitlement process.

Because CK's second milestone begins exactly 24 hours after the first one's start time (not dependent on when the first completes), the appropriate configuration is Independent Recurrence. This ensures that each milestone starts on its predefined timeline, regardless of the completion of the prior milestone.

Referenced Salesforce Materials:

- * Salesforce Service Cloud Consultant Exam Guide - Case Management Domain (Milestone configuration and recurrence).
- * Salesforce Help: "Define Milestones and Recurrence Types".
- * Salesforce Winter '23 Release Notes - Service Cloud: Entitlement Enhancements.

NEW QUESTION: 135

Case closure time at Cloud Kicks (CK) is too high although CK already enabled Knowledge Management.

What should the consultant recommend to decrease case closure time?

- A. Add data category groups.
- B. Create synonym groups.
- C. Enable Suggested Articles.

Answer: (SHOW ANSWER)

Enabling Suggested Articles in Salesforce Knowledge provides service agents with article recommendations based on case details, helping them find relevant information faster. This feature can decrease case closure times by equipping agents with the knowledge they need to resolve issues more efficiently, enhancing the overall support experience.

NEW QUESTION: 136

Universal Containers has a category of cases that cannot be solved by a single agent and instead requires a team of experts to triage and resolve the issue. The support manager is interested in solutions that allow the team of experts to collaborate on these cases.

Which option should the consultant recommend so experts can collaborate in real time?

- A. Add experts to an integrated Slack channel.
- B. Use Email-to-Case to send an email to experts so they can use email threads.
- C. Implement Skills-Based Routing to assign the case to experts.

Answer: (SHOW ANSWER)

Integrating a Slack channel for experts to collaborate on complex cases provides a real-time communication platform that supports quick exchange of ideas, files, and updates. This solution fosters teamwork and enables faster resolution of issues that require input from multiple experts.

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NEW QUESTION: 137

The customer support team at Universal Containers (UC) has noticed a large increase in Case Resolution times recently. UC wants to use Einstein for Service to help service reps locate the relevant information more quickly.

Which feature should the consultant recommend?

- A. Einstein Bots
- B. Einstein Reply Recommendations
- C. Einstein Article Recommendations

Answer: C (LEAVE A REPLY)

Einstein Article Recommendations leverages machine learning to suggest the most relevant Knowledge Articles to agents within the Service Console, based on the context of the case. This significantly reduces time spent searching for information and improves case resolution efficiency.

Option A (Einstein Bots) automates self-service, not internal agent assistance.

Option B (Einstein Reply Recommendations) suggests quick message responses, not article content.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Knowledge Management Domain.
- * Salesforce Help: "Set Up Einstein Article Recommendations."
- * Salesforce Winter '23 Release Notes - Einstein for Service Enhancements.

NEW QUESTION: 138

To help service agents more accurately respond to a new case, Universal Containers wants a list of relevant Knowledge articles displayed on the Case record page.

How should a consultant configure this requirement?

- A.** Add the Knowledge tab to the Service Console.
- B.** Add the Knowledge component to the Case record page.
- C.** Add the Knowledge related list to the Case record page.

Answer: B (LEAVE A REPLY)

To assist service agents in finding relevant Knowledge articles for new cases, adding the Knowledge component to the Case record page in the Lightning Service Console is recommended. This component dynamically suggests articles based on case details, aiding agents in providing accurate and efficient responses.

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