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Salesforce Certified Service cloud consultant Sample Questions (Q277-Q282):

NEW QUESTION # 277
Universal Containers aims to improve the efficiency of its internal service reps by improving case resolution times. The service reps need to follow a series of steps to resolve an issue and generate concise case summaries.
Which solution should the Service Cloud Consultant recommend?

- A. Agentforce Service Assistant
- B. Einstein Article Recommendations
- C. Actions & Recommendations

Answer: A

Explanation:
Agentforce Service Assistant is Salesforce's AI-powered copilot for agents that helps improve productivity and case resolution efficiency. It can:
* Guide reps through step-by-step resolution processes,
* Summarize case details automatically using generative AI, and
* Suggest next best actions or flows based on context.
This feature directly supports agents in managing complex cases, saving time, and ensuring accuracy.
Option B (Actions & Recommendations) provides manual, rule-based guidance but lacks generative summarization or automation.
Option C (Einstein Article Recommendations) suggests Knowledge articles but does not help summarize or guide step sequences.
Referenced Salesforce Materials:
* Salesforce Spring '24 Release Notes - Agentforce Service Assistant Enhancements.
* Service Cloud Consultant Exam Guide - Interaction Channels Domain.
* Salesforce Help: "Improve Agent Productivity with Agentforce Service Assistant."

NEW QUESTION # 278
Cloud Kicks is migrating from an external knowledge base to Salesforce Knowledge. Currently, users can select from 8 top-level topics. Each topic has 250 subtopics, arranged into a hierarc that is 10 levels deep.
What should a consultant recommend?

- A. Assign up to 10 data categories per category group to each article.
- B. Consolidate into 3 or fewer category groups.
- C. Organize up to 200 categories in each category group.
- D. Reorganize Into a hierarchy with 6 or fewer levels.

Answer: D

Explanation:
Explanation
Reorganizing into a hierarchy with 6 or fewer levels is a recommendation that the consultant should make to Cloud Kicks when migrating from an external knowledge base to Salesforce Knowledge. Salesforce Knowledge has a limit of 6 levels for data category hierarchies, which are used to organize and filter articles by topic or type. Data categories can help users find relevant articles based on their search criteria or case information. Cloud Kicks should restructure their existing topics and subtopics into data categories and data category groups that fit within the Salesforce Knowledge limits and best practices. Verified References: :
https://help.salesforce.com/s/articleView?id=sf.knowledge_categories_overview.htm&type=5 :
https://help.salesforce.com/s/articleView?id=sf.knowledge_categories_manage.htm&type=5 :
https://help.salesforce.com/s/articleView?id=sf.knowledge_categories_best_practices.htm&type=5

NEW QUESTION # 279
A case has not been closed even after 30 days, but those cases can be closed in 7 days. What should the consultant do to overcome this? choose 2 options

- A. Use auto response rule to send an email
- B. Supervisors to investigate those cases
- C. Identify those cases and assign to the closure team
- D. Use escalation rule to send an email

Answer: B,C

NEW QUESTION # 280

Universal Containers customers are encouraged to submit web cases when they find errors or omissions in product documentation. The information is captures on a case with the "Errata" record type. The Technical Writing Manager would like to send an email to the customer that includes details of the correction process.

What should a consultant recommend to meet this requirement?

- A. Create an auto-response rule that sends an email to the case contact when a case with the "Errata" record type is created
- B. Create an Apex trigger that sends an email to the case contact when a case with the "Errata" record type is created
- C. Create a workflow rule and email alert action that sends an email to the case contact when a case with the "Errata" record type is created
- D. Create an assignment rule that sends an email to the case contact when a case with the "Errata" record type is created

Answer: C

NEW QUESTION # 281

Universal Containers (UC) created a new mobile app that enables customers to place orders and track fulfillment. UC wants to quickly embed customer service into the new mobile app. Which two features should be added to meet this requirement? Choose 2 answers

- A. Service Cloud SOS
- B. Field Service Lightning
- C. Chatter Groups
- D. Salesforce Knowledgebase

Answer: A,B

NEW QUESTION # 282

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