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Salesforce Certified Service Cloud Consultant Sample Questions (Q50-Q55):

NEW QUESTION # 50

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

Answer: A

Explanation:

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.

NEW QUESTION # 51

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 agents locate the relevant information more quickly.

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

Answer: A

Explanation:

Einstein Article Recommendations analyzes past cases, content usage, and agent activity to automatically suggest the most relevant Knowledge Articles in the Service Console. This reduces search time, improves accuracy, and significantly decreases case resolution times.

Option A (Einstein Bots) automates customer self-service but doesn't assist agents in article retrieval.

Option C (Einstein Reply Recommendations) provides quick response text for messaging and chats, not knowledge lookup.

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 (Article Recommendations).

NEW QUESTION # 52

A large appliance company wants to reduce case volume by handling common customer inquiries such as order tracking, appointment rescheduling, and basic troubleshooting through an AI solution. The company requires the solution to:

- * Automatically retrieve real-time order and appointment data via custom APIs.
- * Offer dynamic reasoning to handle varied and complex phrasing from customers.
- * Be fully extensible with memory and decision-making capabilities during multi-turn conversations.

- A. Agentforce Employee Agent
- B. Agentforce Service Agent
- C. Einstein Bot

Answer: B

Explanation:

Agentforce Service Agent is Salesforce's generative AI-powered conversational agent designed to handle multi-turn, dynamic conversations. It can integrate with custom APIs, maintain memory across interactions, and execute custom actions for complex service tasks like order tracking and appointment management.

Option A (Einstein Bot) handles structured, predefined flows but lacks dynamic reasoning and memory.

Option B (Employee Agent) is designed for internal employee support, not customer-facing interactions.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Agentforce Service Agent: Generative AI Capabilities.

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Use Agentforce Service Agent for Complex Customer Conversations."

NEW QUESTION # 53

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

Answer: A

Explanation:

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 # 54

Universal Containers wants to reduce the clicks a customer support agent uses when working on a case. This includes the time it takes to create, resolve, and close the case.

Which Salesforce productivity feature should a consultant use to accomplish this requirement?

- A. Macros
- B. Quick action
- C. Flow

Answer: A

Explanation:

Macros in Salesforce allow users to automate repetitive tasks with a single click, such as creating, updating, and closing cases. Implementing macros can significantly reduce the number of clicks and time customer support agents spend on routine case management tasks, enhancing productivity and allowing them to focus more on resolving customer issues.

NEW QUESTION # 55

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