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Salesforce Certified Service Cloud Consultant Sample Questions (Q14-Q19):

NEW QUESTION # 14

Universal Containers (UC) plans to implement a chatbot within its healthcare division to increase case deflection, reduce wait times, and save agents time so they can work on more complex issues.

The UC stakeholder has raised a risk about the Health Insurance Portability and Accountability Act (HIPAA) and other common compliance standards when using chatbots.

What should a consultant do to address the risk?

- A. Conduct a discovery session with the stakeholder to ensure the voice and tone of the bot meet the required healthcare compliance standards.
- B. Create a bot in the production org and use the information captured in Conversation Logs to confirm that no healthcare data was discussed.
- C. Share Information about bot security, availability, and confidentiality of healthcare data found on Salesforce Trust and Einstein Platform Compliance.

Answer: C

Explanation:

To address concerns about compliance with HIPAA and other standards when using chatbots, sharing detailed information on bot security, data availability, and confidentiality from Salesforce Trust and Einstein Platform Compliance resources is recommended. This reassures stakeholders of the measures in place to protect sensitive healthcare data and maintain compliance.

When implementing chatbots in healthcare or other regulated industries, compliance with standards like HIPAA is critical. Salesforce Einstein Bots are part of the Salesforce Platform, which supports compliance certifications including HIPAA, SOC 2, ISO 27001, and more.

Salesforce Trust and Compliance documentation offers verified, detailed information on:

Data encryption

Audit trails

Security and confidentiality of interactions

HIPAA alignment for healthcare data

This ensures the stakeholder receives clear, authoritative details that directly address risk. Option B is the only one that provides formal assurance tied to platform compliance capabilities.

NEW QUESTION # 15

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

Answer: C

Explanation:

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 # 16

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 Article Recommendations**
- C. Einstein Reply Recommendations

Answer: B

Explanation:

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 # 17

Ursa Major Solar's support department would like to implement a process to ensure customers receive the appropriate support based on their service-level agreements (SLAs).

Which feature should the consultant configure as part of the implementation?

- A. Scheduled Flow Action
- B. Escalation Rule
- **C. Milestones**

Answer: C

Explanation:

Milestones are key components of Entitlement Management in Service Cloud that define SLA-based time targets (e.g., First Response or Resolution Time) on cases. Milestones track whether SLAs are met and can trigger alerts or actions when time thresholds are reached.

Option B (Escalation Rule) routes cases based on conditions but doesn't enforce SLA timing.

Option C (Scheduled Flow Action) can automate reminders but isn't designed for SLA tracking.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Case Management Domain.

Salesforce Help: "Set Up Milestones and Entitlements to Enforce SLAs."

Salesforce Winter '23 Release Notes - Entitlement Management Enhancements.

NEW QUESTION # 18

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

Answer: C

Explanation:

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 # 19

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