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Salesforce Certified Service Cloud Consultant Sample Questions (Q252-Q257):

NEW QUESTION # 252
Cloud Kicks wants to ensure security for its contact center customers when they use the Agentforce Service Agent to access and modify their cases.
What should a Service Cloud Consultant recommend to implement this security option on the AI agent?

- A. Implementing the Case Management topic with exact Instructions and Custom Actions.
- B. Implementing the Service Customer Verification topic with a filter on the Case Management topic.

- C. Implementing the Case Management topic with a custom action to verify customers.

Answer: B

Explanation:
Salesforce provides a Service Customer Verification topic for Agentforce Service Agent, allowing companies to verify customer identity before exposing or modifying case data. By using this topic with a filter on the Case Management topic, the AI agent enforces secure, contextual verification workflows, maintaining compliance and data privacy.
Option A lacks the standardized verification process Salesforce provides.
Option B ensures better action control but does not include customer verification as a prerequisite.
Referenced Salesforce Materials:
Salesforce Spring '24 Release Notes - Agentforce Service Agent: Service Customer Verification Topic.
Service Cloud Consultant Exam Guide - Interaction Channels Domain.
Salesforce Help: "Secure AI Interactions with the Service Customer Verification Topic".

NEW QUESTION # 253
Cloud Kicks will use the Salesforce Knowledge Article Importer to migrate existing articles from another knowledge base. The current knowledge base includes how-to guides written in HTML.
What is the recommended method to import the how-to guides into Salesforce Knowledge?

- A. Change the HTML format first to support subfields.
- B. Create an HTML file for each rich text area field.
- C. Modify the import parameters to specify HTML encoding.

Answer: B

Explanation:
For importing how-to guides written in HTML into Salesforce Knowledge, creating an HTML file for each rich text area field in the Knowledge article format is recommended. This method ensures that the HTML content is properly mapped and displayed within Salesforce Knowledge articles, preserving the formatting and structure of the original guides.

NEW QUESTION # 254
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.

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

Answer: B

Explanation:
To leverage AI for predictive insights in Service Cloud, organizations start with Einstein Case Classification and Einstein Case Routing-collectively known as Einstein Classification Apps. These use existing case history to predict field values (like priority, type, or product) based on patterns from previously closed cases.
Before enabling these apps, Salesforce recommends data review and cleanup to ensure high-quality, representative case records. A minimum of at least 1,000 closed cases is required for accurate AI model training.
Option A (Einstein Article Recommendations) supports agent knowledge but doesn't predict case field values.
Option B (Einstein Service AI Grounding) is part of Agentforce's generative response accuracy, not classification.
Referenced Salesforce Materials:
Service Cloud Consultant Exam Guide - Service Cloud Solution Design Domain.
Salesforce Help: "Set Up Einstein Case Classification and Routing."
Salesforce Spring '24 Release Notes - Einstein Classification Apps Enhancements.

NEW QUESTION # 255
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. Keep all cases open in tabs.
- B. Create a custom dashboard.
- C. Add History to the Utility bar.

Answer: C

Explanation:
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 # 256
Support is divided by product line at Universal Containers. Each product line has its own support reps, queue, articles, and record types. Support reps only work within their product line. To help standardize communications with customers, the support administrator would like to implement quick texts. Quick texts are unique to each product line.
How should the administrator ensure support reps only have access to quick texts for their specific product line?

- A. Add a permission set for Read access to the appropriate product line.
- B. Set the organization-wide default to Private and create sharing rules to share them with roles.
- C. Create a folder for each product line and share them with public groups.

Answer: C

Explanation:
By creating a separate folder for quick texts for each product line and sharing these folders with respective public groups associated with each product line's support reps, Universal Containers can ensure that support reps have access only to the quick texts relevant to their product line. This approach maintains organized access control and supports standardization while catering to the unique needs of each product line.

NEW QUESTION # 257
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