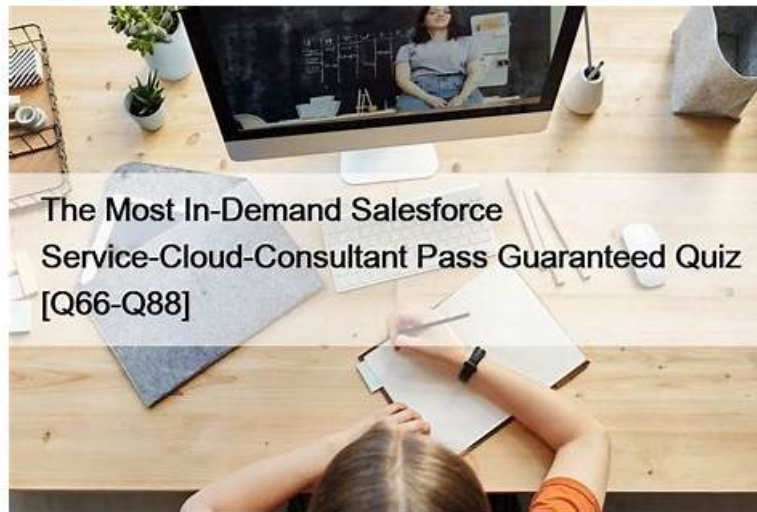


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Salesforce Certified Service cloud consultant Sample Questions (Q231-Q236):

NEW QUESTION # 231

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

Answer: A

Explanation:

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 # 232

Universal Containers is trying to reduce the amount of time support agents spend creating cases. The new method case creation must allow for 4000 - 5000 new cases a day, as well as the attachment of documents under 25 MB by the customer.

Which method should the consultant suggest?

- A. Omni channel routing
- B. Web to case forms
- **C. Standard email to case**
- D. On-Demand Email-to-case

Answer: C

Explanation:

Standard email to case is a feature that allows you to automatically create cases from incoming emails sent to your company's support addresses. Standard email to case can handle emails with attachments up to 25 MB in size (minus any text in the email).

Standard email to case also preserves email formatting and supports HTML emails with embedded images. Standard email to case is suitable for creating 4000 - 5000 new cases a day, as well as allowing customers to attach documents under 25 MB by email.

Verified References: Service Cloud Consultant Certification Guide & Tips, Email-to-Case Overview

NEW QUESTION # 233

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. Visual Remote Assistant
- C. Service Analytics Predictions

Answer: A

Explanation:

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 # 234

UC is creating an inbound customer support contact center to handle questions about using its products. What should be considered when designing the contact center?

- A. Average handling time and first call resolution time
- **B. Automatic call distributor and interactive voice response**
- C. Agent skill-based routing and predictive dialer
- D. Workforce management and customer satisfaction score

Answer: B

NEW QUESTION # 235

Which two solutions should Universal Containers consider to increase Contact Center Agent productivity? Choose 2 answers

- **A. Employ surveys to confirm customer satisfaction.**
- B. Improve the agent interface.
- C. Increase the number of agents.
- **D. Enable templates for written responses.**

Answer: A,D

NEW QUESTION # 236

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