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# Salesforce Certified Service cloud consultant Sample Questions (Q179-Q184):

**NEW QUESTION # 179**
Universal Containers wants to implement a customer service community.
The goal of the community is to enable community members to access, create, and manage cases online.
How should the consultant implement these requirements?

- A. Update the case assignment rule to add the community member to the predefined case team.
- B. Set up a sharing set to grant access based on the community member's contact record.
- C. Create a sharing rule to share the contact record with the community member.
- D. Change the org-wide default for cases and contacts internal access to private.

**Answer: B**

Explanation:
Explanation
Setting up a sharing set to grant access based on the community member's contact record is a solution that can implement the requirement of enabling community members to access, create, and manage cases online. A sharing set is a feature that allows administrators to grant access to records for community users based on their user profile and a common field on the user and parent records, such as the contact or account fields. A sharing set can help ensure that community members can only see and edit their own cases or cases related to their contact or account. Verified References: :
https://help.salesforce.com/s/articleView?id=sf.networks_sharing_set.htm&type=5 :
https://help.salesforce.com/s/articleView?id=sf.networks_sharing_set_create.htm&type=5

**NEW QUESTION # 180**
Universal Containers wants to let its customers interact real-time with support agents from their computers and mobile devices.
What feature should a consultant recommend to meet this requirement?

- A. Embedded Chat Service
- B. Case Assignment Rules
- C. Customer Community
- D. Web-to-Case

**Answer: A**

Explanation:
Explanation
Embedded Chat Service is a feature that allows customers to interact real-time with support agents from their computers and mobile devices. Embedded Chat Service can be added to any website or mobile app with a few lines of code. Customers can initiate a chat session by clicking on a chat button or widget, and agents can respond using the Service Console. Embedded Chat Service also supports features such as pre-chat forms, chat transcripts, chat transfer, file transfer, and chatbot integration. Verified References: Service Cloud Consultant Certification Guide & Tips, Embedded Chat Service Overview

**NEW QUESTION # 181**
Support reps at Cloud Kicks handle three unique types of customer issues. Support rep turnover is high, so there are many inexperienced reps on the front lines. Management would like a way for all reps to gather information relevant to the specific issue in a user-friendly interface and ensure Einstein Next Best Action is displayed.
Following best practices, how should the admin configure Service Cloud to meet these requirements?

- A. Create a Lightning record page for each record type.
- B. Define page layouts, record types, and support processes.
- C. Use the Actions & Recommendations component to launch flows.

**Answer: C**

Explanation:
The Actions & Recommendations component is the Salesforce best practice for guiding support reps through issue-specific processes and ensuring Einstein Next Best Action is displayed contextually. It allows admins to embed screen flows or recommended actions directly within the Service Console, enabling reps to collect relevant information and follow standardized steps.
This aligns with the Service Cloud Solution Design domain in the exam guide, which stresses designing intuitive and guided agent experiences.
Option B would fragment the user experience across record pages, making training and navigation difficult.
Option C is part of standard case setup but does not provide guided flows or actionable recommendations for new agents.
Referenced Salesforce Materials:
* Service Cloud Consultant Exam Guide - Service Cloud Solution Design Domain.
* Salesforce Help: "Guide Agents with the Actions & Recommendations Component".
* Salesforce Spring '24 Release Notes - Einstein Next Best Action Enhancements.

## NEW QUESTION # 182

As part of a new Salesforce Knowledge implementation, Universal Containers would like to migrate articles from their current database.
Which factor should a Consultant consider as part of the migration strategy?

- A. Prepare a single .csv file that can be used to migrate all articles types at once and include with a properties file in a .zip for import.
- B. Convert any articles containing HTML into plain text before importing because HTML is NOT supported in any article field types.
- C. Verify that each article type has field level security on all fields set to read-only prior to import, in order to prevent any loss of data.
- D. Ensure that each existing article type has a corresponding Salesforce Knowledge article type that matches its structure and content.

**Answer: D**

Explanation:
Explanation
Ensuring that each existing article type has a corresponding Salesforce Knowledge article type that matches its structure and content is a factor that a consultant should consider as part of the migration strategy for Knowledge articles. An article type is a template that defines the layout, fields, and data categories for an article. An article type can be customized to suit different types of content or audiences. When migrating articles from an external database to Salesforce Knowledge, it is important to ensure that there is a matching article type for each existing article type in Salesforce Knowledge, so that the articles can be imported without losing any information or formatting. Verified References: Service Cloud Consultant Certification Guide & Tips, Article Types Overview

## NEW QUESTION # 183

Universal Container wants to let its customers intercat real time with support agents from their computers and mobile devices.
What feature should a consultant recommend to meet this requirement?

- A. Case Assignment Rules
- B. Customer Community
- C. Web-to-Case
- D. Emebedded Chat Service

**Answer: D**

Explanation:
Embedded Chat Service is a feature that can meet the requirement of allowing customers to interact real time with support agents from their computers and mobile devices. Embedded Chat Service allows administrators to embed a chat widget on any web page or mobile app that customers can use to start a live chat session with an agent. Embedded Chat Service also supports features such as pre-chat forms, chat transcripts, file transfer, and chat transfer. Verified References: :
https://help.salesforce.com/s/articleView?id=sf.snapins_chat_overview.htm&type=5 :
https://help.salesforce.com/s/articleView?id=sf.snapins_chat_setup.htm&type=5

**NEW QUESTION # 184**

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