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Salesforce Certified Service Cloud Consultant Sample Questions (Q285-Q290):

NEW QUESTION # 285
Cloud Kicks (CK) uses Lightning Experience and Lightning Knowledge in its service center. CK wants an easy way for service agents to create new articles when closing a case. The new article should include appropriate details from the case to make it useful for others.
What is the recommended method to meet the requirements?

- A. Use a trigger to automatically create a new article.
- B. Develop a globally-shared macro to create a new article.
- C. Create a Quick Action to map case fields to a new article

Answer: C

Explanation:
To facilitate easy creation of new articles by service agents when closing a case, a Quick Action can be configured to map relevant case fields directly to a new Knowledge article. This streamlines the process of capturing case resolutions as reusable knowledge, making it easily accessible for other agents and enhancing the overall efficiency of the service center.

NEW QUESTION # 286
Cloud Kicks would like to add a WhatsApp channel to its available support channels.
What should the Service Cloud Consultant consider?

- A. Group WhatsApp chats are not supported.
- B. Queue-based routing is not supported.
- C. Emojis, polls, and quick text are not supported.

Answer: A

Explanation:
Salesforce's WhatsApp Messaging Channel, powered by Digital Engagement, supports one-to-one, session-based communication between a customer and an agent. However, group WhatsApp chats are not supported-each interaction must occur within a single customer conversation thread.
This limitation ensures compliance, privacy, and tracking accuracy across digital channels.
Other features like emojis, quick text, and queue-based routing are fully supported via Omni-Channel configuration.
Referenced Salesforce Materials:
Salesforce Service Cloud Consultant Exam Guide - Interaction Channels Domain.
Salesforce Help: "Set Up WhatsApp Messaging in Salesforce".
Salesforce Spring '24 Release Notes - Digital Engagement Enhancements (WhatsApp Support).

NEW QUESTION # 287
A recent analysis of cases at Cloud Kicks (CK) revealed a high percentage of simple cases, such as password resets and order inquiries. CK wants to provide customer self-service via web, SMS, Facebook Messenger, and WhatsApp.
What should the consultant recommend to handle the new cases?

- A. Implement Einstein Bots.
- B. Implement Case Swarming.
- C. Implement Skills-Based Routing.

Answer: A

Explanation:
For handling a high volume of simple cases such as password resets and order inquiries across multiple channels, implementing Einstein Bots is recommended. Bots can automate responses to these common inquiries, providing self-service options for customers and reducing the case load on human agents.

NEW QUESTION # 288
Universal Containers wants Salesforce to suggest Knowledge articles to agents based on information about the case.
Which solution should a consultant recommend?

- A. Add the Knowledge related list to the case page layout.
- B. Add the Knowledge object to global search objects.
- C. Add the Knowledge component on the case Lightning record page.

Answer: C

Explanation:
To enable Salesforce to suggest Knowledge articles to agents based on case information, adding the Knowledge component to the case Lightning record page is recommended. This component dynamically suggests relevant articles to agents as they work on cases, improving efficiency and providing agents with quick access to helpful information for case resolution.

NEW QUESTION # 289

Case closure time at Cloud Kicks (CK) is too high although CK already enabled Knowledge Management.

What should the consultant recommend to decrease case closure time?

- A. Enable Suggested Articles.
- B. Create synonym groups.
- C. Add data category groups.

Answer: A

Explanation:

Enabling Suggested Articles in Salesforce Knowledge provides service agents with article recommendations based on case details, helping them find relevant information faster. This feature can decrease case closure times by equipping agents with the knowledge they need to resolve issues more efficiently, enhancing the overall support experience.

NEW QUESTION # 290

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