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Salesforce Certified Service Cloud Consultant Sample Questions (Q29-Q34):

NEW QUESTION # 29
Cloud Kicks wants to create a secure, branded mobile app that its Experience Cloud customers can use to create and track cases, see upcoming product announcements, and interact with other customers who have common interests.
Which mobile development option should the consultant recommend?

- A. Use Salesforce Mobile Publisher to create a common app for both Apple and Android.
- B. Explain that community users can access the site through a web browser.
- C. Create two custom mobile apps, one for Apple and the other for Android.

Answer: A

Explanation:

For creating a secure, branded mobile app for Experience Cloud customers, utilizing Salesforce Mobile Publisher is recommended. This tool allows for the creation of a unified mobile app compatible with both Apple and Android devices, providing a seamless experience for customers to engage with the brand, track cases, and interact with the community.

NEW QUESTION # 30
Universal Containers wants to set up the entitlements process to help its customer support reps adhere to its service-level agreements (SLAs).
To which object should the consultant add Milestones?

- A. Account
- B. Case
- C. Asset

Answer: B

Explanation:
In Salesforce Entitlement Management, Milestones represent specific time-based targets (for example, First Response or Resolution Time) that help support teams meet SLAs. Milestones are directly tied to Cases, as cases represent the individual service requests against which SLAs are tracked.
The Service Cloud Consultant Study Guide - Case Management Domain and Salesforce documentation specify that Milestones must be added to the Case object through an entitlement process. This process evaluates entitlement criteria and automatically monitors milestone actions and timers as cases progress.
Asset and Account objects may be related through Entitlement records (for tracking warranty or contract coverage), but milestones are executed and tracked on Cases only.
The Entitlement Process defines the sequence and timing of milestones that apply to cases under a specific entitlement.
Referenced Salesforce Materials:
Salesforce Service Cloud Consultant Exam Guide - Case Management Domain (Milestones and entitlements are configured on the Case object).
Salesforce Help: "Set Up Entitlement Management" (Milestones are added to cases through an entitlement process).
Salesforce Winter '23 Release Notes - Service Cloud: Entitlement Management Enhancements (Describes improvements to milestone tracking and entitlement automation on Cases).

NEW QUESTION # 31
What is a common deflection technique to reduce the number of interactions for a contact center?

- A. Recommend articles during a call from a support agent.
- B. Suggest articles for an Email-to-Case question.
- C. Recommend articles prior to a Chat session.

Answer: C

Explanation:
A common deflection technique to reduce contact center interactions is to recommend Knowledge articles to customers before they initiate a Chat session. This proactive approach can resolve customer queries without the need for direct agent interaction, improving efficiency and customer satisfaction by providing immediate solutions.

NEW QUESTION # 32
Universal Containers wants to ensure the contracted service level requirements for its customers are being met.
What should a consultant configure to meet this requirement?

- A. Entitlement processes, milestones, milestone actions, and entitlements
- B. Entitlement processes, contracts, contract line items, and entitlements
- C. Entitlement processes, contract line items, milestone, and entitlements

Answer: A

Explanation:
To ensure that contracted service level requirements are met, Salesforce provides a structured approach through Entitlement

Management. This framework allows organizations to define, enforce, and monitor service levels for customer support.

Key Components:

Entitlements:These represent the specific support terms agreed upon with customers, such as response times or support availability.

Entitlement Processes:These are timelines that outline the steps (milestones) your support team must complete to resolve cases or work orders.

Milestones:These are time-dependent steps within an entitlement process that represent service levels to be provided. Examples include First Response Time and Resolution Time.

Milestone Actions:These are automated actions triggered at specific points in a milestone, such as sending email alerts when a milestone is approaching violation or has been violated.

By configuring these components, Universal Containers can effectively monitor and ensure compliance with their service level agreements, providing timely and efficient support to their customers.

NEW QUESTION # 33

Universal Containers would like to set up Salesforce to automatically route cases to the appropriate service reps based on the following criteria:

* Cases are generated via email, web form, or Experience site.
* Service reps should be able to handle three cases at a time.
* Service reps should be able to choose whether to accept new cases.
* The service rep's manager should have insight into the rep's workload.

Which tool should the administrator use to route cases based on the support team's requirements?

- A. Case assignment rules
- B. Record-triggered Flow
- C. Omni-Channel routing

Answer: C

Explanation:

Omni-Channel routing is the Salesforce feature designed for intelligent, skill-based, and capacity-based work distribution. It meets all of UC's requirements by:

Automatically routing cases from multiple sources (email, web, Experience Cloud).

Allowing configurable agent capacity (for example, three cases at a time).

Enabling agents to manually accept or decline work via presence configuration.

Providing manager visibility through Omni-Supervisor dashboards for workload monitoring.

Case Assignment Rules (Option B) can route records but lack capacity management and live workload tracking.

Record-triggered Flows (Option C) can automate routing logic but do not provide real-time queue and presence management or agent acceptance capabilities.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Interaction Channels Domain (Omni-Channel routing concepts).

Salesforce Help: "Route Work to Agents with Omni-Channel".

Salesforce Winter '23 Release Notes - Omni-Channel Enhancements (capacity-based routing).

NEW QUESTION # 34

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