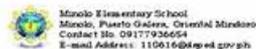


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## Salesforce Certified Service Cloud Consultant Sample Questions (Q265-Q270):

### NEW QUESTION # 265

Universal Containers (UC) is implementing Service Cloud. UC needs to reduce total case volume and the average amount of time spent by agents on cases.

Which solution meets these requirements?

- **A. Publish Knowledge articles to the Experience Cloud site, Enable the attachment of articles upon case closure.**
- B. Enable agent chat functionality for customers. Disable the ability to log a case from the Experience Cloud site.
- C. Use escalation rules to move cases into the correct status. Create reports to monitor service-level agreement (SLA) adherence.

**Answer: A**

Explanation:

To reduce total case volume and average case handling time, publishing Knowledge articles on the Experience Cloud site and enabling agents to attach articles to cases upon closure is recommended. This approach empowers customers to find solutions independently, potentially reducing the number of incoming cases and assisting agents in resolving cases more efficiently by leveraging existing Knowledge content.

### NEW QUESTION # 266

Cloud Kicks provides regular and special support to customers. When a special case is created, a dedicated account manager needs Read-Only access and a support specialist needs Read and Write access.

Which feature will provide the required level of access?

- A. View All for Case
- **B. Case teams**
- C. Manager groups

**Answer: B**

Explanation:

To provide the required access levels for a dedicated account manager and a support specialist on special cases, utilizing Case Teams is the most effective solution. Case Teams allow for the customization of roles and access levels for each team member, ensuring that the account manager has Read-Only access while the support specialist has Read and Write access.

### NEW QUESTION # 267

Universal Containers (UC) has a policy that requires all email traffic to remain within its firewall. UC receives up to 2,000 cases per day, some of which include large email attachments from customers.

When implementing Salesforce in this scenario, which solution should a consultant recommend?

- A. deg -Demand Email-to-Case
- **B. Email-to-Case**
- C. Email relay

**Answer: B**

Explanation:

For Universal Containers, which requires all email traffic to remain within its firewall and handles a high volume of cases with attachments, Email-to-Case is the recommended solution. Email-to-Case allows emails to be converted into cases within Salesforce while keeping email data secure within the company's firewall, accommodating the need for security and efficiency in handling customer cases.

Email-to-Case is the Salesforce standard for handling high-volume email processing securely. It allows for secure transmission via TLS encryption, and it can efficiently process large volumes (such as 2,000+ cases/day) including multiple attachments. Salesforce Email-to-Case offers the scalability, encryption, and attachment handling required for compliance with secure email

policies. It also allows for configuration of attachment size limits and filtering.

A custom email service might offer flexibility but would be costlier to maintain and implement, and Einstein Activity Capture is intended for syncing email/calendar data, not for case creation or secure intake of customer email attachments.

#### NEW QUESTION # 268

A consultant has been asked to advise Cloud Kicks (CK) on how to manage 5 years of case data so it is available to customers upon request.

Which feature will help CK users archive and access the case information from an External Object?

- A. Salesforce Big Object
- **B. Salesforce connect**
- C. Salesforce Case History Object

**Answer: B**

Explanation:

Salesforce Big Objects are purpose-built to handle large volumes of data-ideal for archiving long-term historical records such as 5 years of case data. They store data natively within Salesforce while minimizing impact on standard object storage limits.

Big Objects support custom definitions and can be queried using Async SOQL for efficient data retrieval. This is well-suited for scenarios where data is infrequently accessed but must remain available for auditing or customer service inquiries. Unlike Salesforce Connect, which displays external data, Big Objects retain the data within Salesforce, which is key for compliance and availability needs.

#### NEW QUESTION # 269

Universal Containers provides phone support to customers. The abandoned call rate has been high in recent months.

Which solution should a Service Cloud Consultant recommend to address the issue?

- A. Configure and set up Service Swarming in Slack.
- B. Create case assignment rules for service rep routing.
- **C. Enable contact requests and queue callbacks.**

**Answer: C**

Explanation:

Queue callbacks and contact requests are features of Service Cloud Voice and Omni-Channel, allowing customers to request a callback instead of waiting on hold. This reduces abandoned call rates and improves the customer experience by letting them maintain their place in the queue.

Option A (case assignment rules) applies to internal case routing, not telephony wait management.

Option B (Service Swarming) helps with collaboration but doesn't address abandoned calls.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Reduce Abandon Rates Using Queue Callbacks in Service Cloud Voice." Salesforce Spring '24 Release Notes - Contact Center Enhancements and Callback Functionality.

#### NEW QUESTION # 270

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