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## **Salesforce Certified Service Cloud Consultant Sample Questions (Q108-Q113):**

### **NEW QUESTION # 108**

The cost of providing contact center support has steadily increased. Universal Containers wants to take cost-saving measures. What should the consultant recommend?

- A. Create auto-response templates for Case emails.
- B. Configure Skills-Based Routing for service channels.
- C. **Configure a self-service Knowledge Base.**

**Answer: C**

Explanation:

To reduce the cost of providing contact center support, configuring a self-service Knowledge Base is advisable. This enables customers to find answers to their queries without needing to contact support agents directly, potentially reducing the volume of support inquiries and associated costs, while also improving customer satisfaction through quick self-resolution.

### **NEW QUESTION # 109**

Cloud Kicks wants to standardize its service key performance indicators (KPIs) for response time and first case closure rates. Individual service agents, team leaders, regional directors, and the VP of service should see the same KPIs calculated using only the data the user can access.

What is the recommended running user to meet the requirements?

- A. VP of service
- B. **Dashboard viewer**
- C. Team leaders

**Answer: B**

Explanation:

To standardize service KPIs for users at all levels while ensuring data visibility is based on user access, setting the dashboard running user as 'Dashboard Viewer' is recommended. This approach dynamically calculates KPIs using only the data accessible to the individual viewing the dashboard, ensuring consistency and data security across the organization.

### **NEW QUESTION # 110**

Universal Containers (UC) needs to implement Service Cloud Voice. UC wants to protect its customers' sensitive data and ensure their privacy. UC also wants to use Voice calls for training purposes.

What should the consultant recommend?

- A. **Use Sensitive Data Rules to allow agents to Pause and Resume Voice Call recordings while sensitive information is exchanged.**
- B. Use Sensitive Data Rules to set Sharing Settings for the Voice Call record for the agent and the record owner.
- C. Use Sensitive Data Rules to automatically mask sensitive information in Transcripts and Voice Call data.

**Answer: A**

Explanation:

Salesforce Service Cloud Voice provides features to protect customers' sensitive data and ensure privacy during voice calls. One such feature is the ability for agents to pause and resume call recordings when sensitive information is being exchanged. This functionality is controlled through Sensitive Data Rules, which can be configured to allow agents to manually pause and resume recordings during a call.

This approach ensures that sensitive information is not stored in call recordings, aligning with privacy requirements and compliance standards. Additionally, it allows the organization to continue recording calls for training and quality assurance purposes, excluding only the sensitive segments. Genesys Cloud Resource Center Reference:

Salesforce Help: Let Agents Pause and Resume Voice Call Recordings [https://help.salesforce.com/s/articleView?id=sf.voice\\_pt\\_setup\\_control\\_call\\_recording.htm&language=en\\_US&type=5](https://help.salesforce.com/s/articleView?id=sf.voice_pt_setup_control_call_recording.htm&language=en_US&type=5) Salesforce Developer Guide: Call Recordings | Service Cloud Voice for Partner Telephony [https://developer.salesforce.com/docs/atlas.en-us.voice\\_pt\\_developer\\_guide.meta/voice\\_pt\\_developer\\_guide/voice\\_pt\\_record\\_calls.htm](https://developer.salesforce.com/docs/atlas.en-us.voice_pt_developer_guide.meta/voice_pt_developer_guide/voice_pt_record_calls.htm)

### NEW QUESTION # 111

Universal Containers has a robust Knowledge Base with several hundred articles. The management team has recently identified 15 knowledge articles that contain confidential product information and should only be visible to internal support reps. Which system configuration should the consultant recommend to ensure these 15 articles have been properly secured?

- A. Change the visibility settings for these articles to only "Visible In Internal App".
- B. Change the Sharing Settings for Knowledge from "Public Read Only" to "Private".
- C. Disable the "Use Standard Salesforce Sharing" Knowledge Settings attribute.

#### Answer: A

Explanation:

In Salesforce Knowledge, each article record includes visibility settings that determine where it can be accessed - for example, Internal App, Customer, Partner, or Public Knowledge Base.

To restrict specific articles to internal users only, set their visibility to "Visible in Internal App". This ensures they appear only to logged-in internal users (e.g., support reps), while remaining hidden from external users such as customers or partners.

Option A would make all Knowledge articles private, not just the confidential ones.

Option B disables standard sharing, which would affect system-wide access and is not recommended.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Knowledge Management Domain.

Salesforce Help: "Control Article Visibility and Access."

Salesforce Knowledge Implementation Guide - Visibility and Access Configuration.

### NEW QUESTION # 112

Universal Containers (UC) wants to report on how many customers with Service Contracts have specific entitlements to determine if UC's support offerings should be adjusted.

Which feature should the consultant recommend?

- A. Build a custom report type.
- B. Build a dashboard.
- C. Build a joined report.

#### Answer: A

Explanation:

Creating a custom report type allows for more flexibility in reporting by combining different objects and their relationships, such as Service Contracts and Entitlements in this case. Universal Containers can use a custom report type to specifically analyze customers with Service Contracts and their associated entitlements, providing insights into support offerings and potential adjustments.

### NEW QUESTION # 113

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