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Salesforce Certified Service cloud consultant Sample Questions (Q258-Q263):

NEW QUESTION # 258
Cloud Kicks (CK) provides customized support based on product line and plans to expand from voice-only support. Support agents are certified on one or more specific product lines. CK would like to provide support through multiple channels. CK wants to

ensure a consistent customer experience.
Which solution should the consultant recommend to meet the requirements?

- A. Omni-Channel with Capacity-Based Routing
- B. Omni-Channel with Einstein Case Routing
- C. Omni Channel with Queue-Based Routing

Answer: B

Explanation:
To meet the requirements of providing support through multiple channels with a consistent customer experience, Omni-Channel with Einstein Case Routing is recommended. This solution uses AI to route cases to the most appropriate agent based on their certification and product line expertise, ensuring that customers receive knowledgeable and consistent support across all channels.

NEW QUESTION # 259
Universal Containers Executives want to see contact center metrics from each of its different geographic regions. How should a Consultant support this requirement?

- A. Create a single Dashboard with a Region filter.
- B. Create a Dashboard for each Region.
- C. Create a Dashboard for each Case Team.
- D. Create a single Dashboard with a Case Team filter.

Answer: A

NEW QUESTION # 260
Cloud Kicks (CK) has created hundreds of Knowledge articles about its products. The articles have been attached to dosed cases. A new product release will require changes to dozens of articles. After revising the articles, CK wants to see that a prior article version was associated with the closed cases.
What is the recommended method to meet the requirements?

- A. Enable Knowledge User for Service Agents.
- B. Use the Clone option to create a new article.
- C. Select Flag as new version' checkbox when publishing.
- D. Use Smart Link to Article to select the prior version.

Answer: C

Explanation:
When you edit an article in Salesforce Knowledge, you can choose to flag it as a new version when you publish it. This option creates a new version of the article with a new version number and keeps the previous version in an archived state. The archived version is still associated with the closed cases that it was attached to, while the new version is available for future cases. This way, you can see that a prior article version was associated with the closed cases. Verified References: [Flag an Article as a New Version When You Publish It]

NEW QUESTION # 261
A business-to-consumer (B2C) company wants to decrease service costs. Currently, customers pay invoices and update their contact information by mailing paper payslips back to the company.
What is the recommended solution to meet the requirements?

- A. Einstein Bots with check processing
- B. Service Cloud Voice with Tele-pay
- C. Experience Cloud with payment processing

Answer: C

Explanation:
For a B2C company looking to decrease service costs and modernize how customers pay invoices and update contact information,

implementing Experience Cloud with payment processing capabilities is recommended.
This solution provides a secure, online platform where customers can manage their accounts, make payments, and update personal information, eliminating the need for paper-based processes. This digital transformation streamlines operations, improves customer convenience, and reduces service costs associated with manual, paper-based tasks.

NEW QUESTION # 262
A company has a requirement to keep all emails behind their firewall, they have 200 agents.
What should they use?

- A. Community
- B. On Demand Email to Case
- C. Web to Case
- D. Email to Case

Answer: D

NEW QUESTION # 263
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