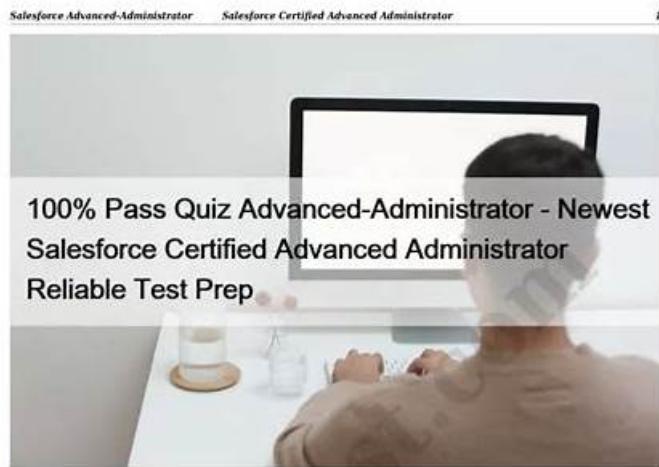


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Salesforce Certified Service cloud consultant Sample Questions (Q163-Q168):

NEW QUESTION # 163

A Service Cloud Consultant is configuring an "Order Inquiries" topic for an Agentforce Service Agent. The business requires that if a package is reported lost, the AI agent must immediately escalate the conversation to a service rep. How should the consultant achieve this?

- A. Use skills-based routing to transfer the conversation to the appropriate service rep.
- B. Use the standard Employee Agent Escalation topic to handle all escalations.
- **C. Add an instruction to the AI agent stating that any utterance of lost packages should trigger the escalation.**

Answer: C

Explanation:

In Agentforce for Service, consultants can define custom instructions within a topic to control the AI agent's behavior dynamically. By adding a clear instruction in the "Order Inquiries" topic - for example, "If the customer mentions a lost or missing package, escalate the conversation to a live agent immediately" - the AI agent can automatically trigger an escalation action or handoff to a service rep.

This approach leverages topic-specific natural language understanding rather than external routing logic.

Option B is incorrect because the Employee Agent Escalation topic applies to internal employee assistance, not customer-facing AI interactions.

Option C (skills-based routing) controls assignment after escalation but doesn't trigger the escalation event itself.

Referenced Salesforce Materials:

* Salesforce Spring '24 Release Notes - Agentforce for Service: Escalation and Instruction Enhancements.

* Service Cloud Consultant Exam Guide - Interaction Channels Domain.

* Salesforce Help: "Configure Topic Instructions and Escalation Triggers for Agentforce Service Agent."

NEW QUESTION # 164

Which support channel requires the smallest amount of agent work time?

- A. Web to case
- B. Email to case
- **C. Web self service**
- D. Chat

Answer: C

NEW QUESTION # 165

the support manager at universal containers wants to see monthly historical metrics for first call resolution by call center and agent. Which reporting should consultant recommend

- A. Report Subscriptions by call center

- B. DynamicDahsbaord by Call Center
- C. Case report grouped by call center
- D. **Reporting Snapshots by call center**

Answer: D

NEW QUESTION # 166

What approach should a Consultant use to ensure that Knowledge searches only display articles for a service agent's product specialization?

- A. **Create a data category for each product; assign data categories to service agents.**
- B. Create a page layout for each record type; assign layouts to service agents.
- C. Create an article action for each record type; assign record types to service agents.
- D. Create a permission set for each record type; assign permissions to service agents.

Answer: A

Explanation:

Creating a data category for each product and assigning data categories to service agents is the recommended approach to ensure that Knowledge searches only display articles for a service agent's product specialization.

Data categories are a way of classifying articles based on topics or criteria that make sense for your business.

Data categories can be used to control the visibility and searchability of articles for different users and communities. By creating a data category for each product, you can group articles by product line and make it easier for agents and customers to find relevant information. By assigning data categories to service agents, you can restrict their access and search results to only the articles that match their product specialization.

Verified References: Service Cloud Consultant Certification Guide & Tips, Data Categories Overview

NEW QUESTION # 167

Cloud Kicks (CK) is a global company with multiple product lines. CK is preparing to launch a public kno base for customers that will have 2,500 articles. The company wants an easy way for users to find relevant articles based on their location and product. What is the recommended method to meet the requirement?

- A. Chatter Answers
- B. **Data Category Visibility**
- C. Article Translation
- D. Data Category Groups

Answer: B

NEW QUESTION # 168

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