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Salesforce Certified Service Cloud Consultant Sample Questions (Q51-Q56):

NEW QUESTION # 51

Cloud Kicks has a robust Service Cloud implementation for its customer service team. The software engineering team would like to track their projects within Salesforce.

Which solution should the consultant recommend?

- A. Install an AppExchange app.
- B. Create a new Case record type.
- C. Enable Feed Tracking.

Answer: A

Explanation:

For the software engineering team at Cloud Kicks to track projects within Salesforce, an AppExchange app dedicated to project management would be the most suitable solution. These apps are designed to handle project tracking functionalities, including task assignments, progress tracking, and collaboration features, tailored to project management needs. This approach allows for a specialized tool that integrates with Salesforce, providing a seamless experience for the engineering team without repurposing or overextending the functionality of Service Cloud case management.

NEW QUESTION # 52

Universal Containers wants to reduce the amount of time support agents spend creating cases. Case creation must scale up to 5,000 new cases per day and allow file attachments under 10 MB by the customer.

Which feature should the consultant suggest?

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

Answer: A

Explanation:

For handling up to 5,000 new cases per day with the capability for customers to attach files under 10 MB, Web-to-Case is the recommended feature. This allows customers to submit cases directly through a web form, including file attachments, efficiently scaling case creation capabilities while reducing the workload on support agents.

NEW QUESTION # 53

A Service Cloud Consultant is tasked with creating a dashboard in Salesforce for Cloud Kicks executives. The dashboard needs to provide insights that will assist in decision-making.

- A. Omni-Channel Analytics detailing specific paths and routing types
- B. CTI analytics reports with wait times and handle times
- C. Service & Support Dashboards from AppExchange

Answer: C

Explanation:

Service & Support Dashboards from AppExchange are prebuilt analytics solutions designed by Salesforce to provide executives with key insights into service operations—such as case volume, backlog, response time, and customer satisfaction metrics. These dashboards are optimized for decision-making and align with standard Salesforce data models.

Option A (Omni-Channel Analytics) focuses on routing and agent utilization, which are more operational metrics than executive-level KPIs.

Option C (CTI reports) provide telephony insights but are too narrow for strategic management dashboards.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.

Salesforce AppExchange Listing: "Service & Support Dashboards."

Salesforce Help: "Use Prebuilt Dashboards for Service Cloud Insights."

NEW QUESTION # 54

Cloud Kicks (CK) supports customers through Salesforce Messaging. Service reps have reported multiple instances where customers have used abusive language because they are upset with the company. However, CK still needs to service these customers.

Which solution should the Service Cloud Consultant recommend?

- A. Create a Service Agent for intake and use the Raise Supervisor Flag action.

- B. Create a Service Agent for intake and use the Escalate to Supervisor action.
- C. Use Slack Case collaboration to get the customer solution quickly.

Answer: B

Explanation:

Agentforce Service Agent includes actions that allow escalation when certain behaviors or triggers occur during a conversation. The "Escalate to Supervisor" action is designed for situations requiring immediate oversight-such as handling abusive language or sensitive customer interactions-while maintaining service continuity.

This approach enables supervisors to intervene directly or provide guidance, ensuring the customer is still supported professionally. Option A (Raise Supervisor Flag) is primarily for flagging potential issues but does not initiate escalation or workflow action.

Option B (Slack collaboration) facilitates internal communication but doesn't directly manage customer-facing escalation workflows. Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Agentforce Service Agent Actions (Supervisor escalation options).

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Use Escalate to Supervisor Action in Agentforce".

NEW QUESTION # 55

Universal Containers (UC) recently expanded sales to Mexico and Canada. UC wants OmniChannel to route cases to agents who speak the customer's preferred language and have the right knowledge to solve the issue.

Which solution should a consultant recommend to meet the requirements?

- A. Configure Case Assignment rule and Omni-Channel Supervisor.
- B. Configure Omni-Channel Queue-Based Routing.
- C. Configure Omni-Channel Skills-based Routing.

Answer: C

Explanation:

To meet the requirement of routing cases based on language proficiency and knowledge area, Omni-Channel Skills-based Routing is the best solution. Skills-based routing allows cases to be directed to agents who possess the specific skills required to handle the case, such as language fluency and product expertise, ensuring efficient and effective case resolution.

NEW QUESTION # 56

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