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Salesforce Certified Service Cloud Consultant Sample Questions (Q80-Q85):

NEW QUESTION # 80

Universal Containers implemented Case Management to support business-to-consumer (B2C) customers. One custom field includes the customer's Personal Identifiable Information (PII) data. When a case is submitted, an account manager requires Read-Only access and needs to view the customer's PII data. A support engineer requires Read and Write access but no visibility into the

customer's PII data.

Which solution should a consultant recommend to meet the requirements?

- A. Configure OWD for the Case object and implement Salesforce Shield.
- B. Configure View All for the Case object and field-level security.
- **C. Configure Case Team with Read Write and field-level security.**

Answer: C

Explanation:

To meet the requirements of different access levels for account managers and support engineers, configuring Case Teams with appropriate roles and applying field-level security to the Personal Identifiable Information (PII) data field is advisable. This approach allows for granular control over access to case information and PII data, ensuring that each role has the necessary permissions while maintaining data privacy and security.

NEW QUESTION # 81

The call center manager at Universal Containers wants to generate daily reports to monitor agent productivity trends. Which primary object should a consultant select to create a new Omni-Channel report type?

- **A. Agent Work**
- B. Assigned Work
- C. Agent Detail

Answer: A

Explanation:

To monitor agent productivity trends, creating a new report type based on the "Agent Work" object is recommended. This object captures detailed information about the work assigned to and completed by agents, enabling the generation of daily reports that provide insights into productivity trends and areas for improvement.

NEW QUESTION # 82

A global automotive company wants to enhance its service experience by integrating multiple sources of vehicle and customer data—including sensor data, service history, and financing details—into Salesforce. The goal is to gain a holistic view of customer interactions and vehicle health, trigger alerts based on real-time data, and route cases to the appropriate service channels.

- A. Use custom objects and external services to store incoming data, and configure Flow to manage alerts and routing logic.
- **B. Use Data Cloud to unify real-time data from multiple sources and power alerts, calculated insights, and case routing in Service Cloud.**
- C. Use MuleSoft to sync data from external systems into standard Salesforce objects by using scheduled batch jobs.

Answer: B

Explanation:

Salesforce Data Cloud provides real-time data unification capabilities that combine structured and streaming data (such as IoT sensor data, customer interactions, and financial information). Once unified, Data Cloud calculated insights can trigger real-time alerts, Einstein recommendations, and case routing actions in Service Cloud.

Option A lacks real-time unification and scalability.

Option C (MuleSoft batch jobs) synchronizes data but does not support continuous streaming or event-based insights.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Data Cloud for Service Enhancements.

Service Cloud Consultant Exam Guide - Integration and Data Management Domain.

Salesforce Help: "Unify Real-Time IoT and Customer Data with Data Cloud."

NEW QUESTION # 83

Support agents at Universal Containers are entering customer contact information in multiple ways. Management is concerned about the high likelihood of duplicate customer contact information being entered.

What should the consultant recommend to prevent duplicate records from being created?

- A. Grant "View All Data" and instruct them to search.
- **B. Configure and activate Duplicate Management.**
- C. Implement Apex triggers for Contact.

Answer: B

Explanation:

To prevent duplicate customer contact information, the recommended approach is to configure and activate Salesforce's built-in Duplicate Management feature. This feature allows for the creation of duplicate rules and matching rules to identify and prevent duplicates at the point of entry. It can be applied to standard objects like Contacts and can provide users with alerts or block duplicates based on the rules set. This proactive approach ensures data quality without requiring excessive manual intervention or extensive access rights like "View All Data."

NEW QUESTION # 84

Cloud Tech Support is preparing to deploy Service Cloud with new features including Case Escalation Rules and a Knowledge Base. Their current support staff is accustomed to email-only case management. The company wants minimal downtime and a high adoption rate for the new solution.

What should the Service Cloud Consultant recommend to prepare the support reps for the transition?

- A. Develop just-in-time video tutorials and provide access after go-live so reps can learn as they use the system.
- B. Assign power users to configure the system and handle questions post-launch without a formal enablement plan.
- **C. Deliver a combination of hands-on training and Trailhead-based learning aligned to business processes before deployment.**

Answer: C

Explanation:

Salesforce implementation best practices emphasize proactive change management and user enablement before deployment. Delivering hands-on training combined with Trailhead-based guided learning ensures users are confident in new features such as Case Escalation and Knowledge Management prior to go-live.

This approach minimizes downtime, drives adoption, and aligns learning with actual business processes—core principles of the Implementation Strategies domain.

Option A delays learning until after go-live, increasing adoption risk.

Option C lacks structured enablement and change management planning.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Implementation Strategies Domain.

Salesforce Help: "Plan User Training and Change Management for Salesforce Deployments".

Salesforce Project Delivery Framework - Enablement and Adoption Best Practices.

NEW QUESTION # 85

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