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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q149-Q154):

NEW QUESTION # 149

Universal Containers wants to maintain Service Level Agreements on its customer cases. Customers are provided different service levels based on their Services agreement. The VP of Customer Service wants to use Service Cloud to track and ensure senior management is alerted when cases have NOT completed certain stages.

Which Service Cloud feature should the Consultant recommend to address this requirement?

- A. Case Assignment
- B. Case Escalation
- C. Entitlements and Milestones
- D. Salesforce Console

Answer: C

NEW QUESTION # 150

Universal Containers (UC) plans to implement a chatbot within its healthcare division to increase case deflection, reduce wait times, and save agents time so they can work on more complex issues.

The UC stakeholder has raised a risk about the Health Insurance Portability and Accountability Act (HIPAA) and other common compliance standards when using chatbots.

What should a consultant do to address the risk?

- A. Create a bot in the production org and use the information captured in Conversation Logs to confirm that no healthcare data was discussed.
- B. Share Information about bot security, availability, and confidentiality of healthcare data found on Salesforce Trust and Einstein Platform Compliance.
- C. Conduct a discovery session with the stakeholder to ensure the voice and tone of the bot meet the required healthcare compliance standards.

Answer: B

Explanation:

To address concerns about compliance with HIPAA and other standards when using chatbots, sharing detailed information on bot security, data availability, and confidentiality from Salesforce Trust and Einstein Platform Compliance resources is recommended. This reassures stakeholders of the measures in place to protect sensitive healthcare data and maintain compliance.

NEW QUESTION # 151

What should a consultant recommend to ensure chat request contain enough information for customer service representatives to effectively respond?

- A. Configure a chat validation rule
- B. Configure Lightning Guided Engagement
- C. Customize the lightning console chat page
- D. Customize the pre chat form

Answer: D

Explanation:

Customizing the pre chat form is the recommended solution to ensure chat requests contain enough information for customer service representatives to effectively respond. A pre chat form is a form that customers fill out before starting a chat session with an agent. The form can collect information such as the customer's name, email address, phone number, reason for chat, or any other custom fields. The information from the pre chat form can be used to create or update records in Salesforce, such as contacts, cases, or leads.

The information can also be displayed to the agent in the Service Console, so they can have more context about the customer and their issue. Verified References: [Service Cloud Consultant Certification Guide & Tips], Set Up Pre-Chat Forms

NEW QUESTION # 152

Cloud Kicks (CK) has a service performance dashboard to manage its entire support organization. Now, CK would like to understand performance from different perspectives, such as by product line or case close date quarter.

What is the recommended solution to meet the requirements?

- **A. Add multiple Dashboard Filters.**
- B. Ensure View All Data is not assigned to users.
- C. Use a Dynamic Dashboard based on running user.
- D. Configure the dashboard refresh schedule.

Answer: A

Explanation:

Adding multiple Dashboard Filters is a solution that can enable Cloud Kicks to view cases resolved on the first call from different perspectives, such as by product line or case close date quarter. Dashboard Filters are criteria that can be applied to dashboard components to show data for a specific dimension, such as a field, a value, or a range. Dashboard Filters can help create interactive and dynamic dashboards that show different views of the data. Verified References: : https://help.salesforce.com/s/articleView?id=sf.dashboards_filters_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.dashboards_filters_add.htm&type=5

NEW QUESTION # 153

Universal Containers wants to reduce the clicks a Customer Support Agent uses when working on a case. This includes the time it takes to create, resolve, and close the case. Which three Salesforce productivity features should be used to accomplish this requirement? Choose 3 answers

- **A. Publisher Actions**
- B. Omni-Channel
- **C. Quick Text**
- D. Chatter
- **E. Macros**

Answer: A,C,E

NEW QUESTION # 154

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