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## **Salesforce Certified Service Cloud Consultant Sample Questions (Q32-Q37):**

### NEW QUESTION # 32

Cloud Kicks provides telephone support to customers. When creating a case, service agents frequently enter shipping postal codes from various countries around the world.

What is the recommended method to ensure accurate data is entered?

- **A. Configure validation rule with VLOOKUP.**
- B. Set up duplicate rule with matching rules.
- C. Create a cross-object formula.

**Answer: A**

Explanation:

Comprehensive and Detailed

To validate postal codes and ensure accurate data entry, Salesforce allows the use of the VLOOKUP function within validation rules. This approach involves creating a custom object containing valid postal codes and configuring a validation rule that references this object to verify the entered postal code.

From Coefficient:

"Craft a validation rule employing the VLOOKUP formula on the Accounts object. This rule checks the account's postal code against the ZipCode\_\_c object, leveraging lookup\_value and objecttype parameters to ensure accuracy."

-How to Use the Salesforce VLOOKUP Function

By implementing this method, Cloud Kicks can prevent the entry of invalid postal codes, maintaining data integrity across international addresses.

### NEW QUESTION # 33

Universal Containers (UC) is preparing to implement Service Cloud and wants to onboard its global support team. UC is gathering feedback from the support team about how they will use Service Cloud. Requirements gathering sessions have resulted in a large set of deliverables.

What should a consultant recommend as the next step?

- **A. Identify and prioritize the requirements for the minimum viable product.**
- B. Prioritize the requirements based on requests from the regions.
- C. Prioritize the requirements based on the stakeholder who submitted them.

**Answer: A**

Explanation:

Identifying and prioritizing the requirements for a minimum viable product (MVP) allows for a focused and phased approach to the Service Cloud implementation. This strategy ensures that the most critical functionalities are developed and deployed first, providing immediate value while allowing for iterative enhancements based on feedback and additional requirements.

### NEW QUESTION # 34

Universal Containers wants to set a custom field on the messaging session based on the URL from which the conversation originated.

What should a consultant recommend to meet the requirement?

- A. Use a macro.
- B. Use an Einstein Bot.
- **C. Use a Flow.**

**Answer: C**

Explanation:

A Flow (specifically, a record-triggered or platform event-triggered Flow) can be configured to automatically populate or update a custom field on a Messaging Session record when a session is created. The Flow can reference session attributes, such as the originating URL or other metadata, to set the correct value dynamically.

Option B (Einstein Bot) can capture conversation input but cannot directly write or update Messaging Session fields.

Option C (Macro) automates agent actions in the console, not background data population or automation on messaging objects.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Automate Messaging Session Field Updates with Flow."  
Salesforce Spring '24 Release Notes - Messaging Automation Enhancements.

### NEW QUESTION # 35

A consultant is advising Cloud Kicks on developing call center metrics to measure service rep productivity based on a combination of quality and practical metrics.

Which key performance indicator (KPI) usually points to high customer satisfaction?

- A. Self-help case deflection
- **B. First Contact Resolution**
- C. Knowledge article creation rate

**Answer: B**

Explanation:

First Contact Resolution (FCR) is one of the most important quality metrics directly correlated with high customer satisfaction and loyalty. It measures the percentage of customer issues resolved during the initial interaction without requiring follow-up.

According to the Service Cloud Consultant Exam Guide - Contact Center Analytics Domain, improving FCR typically increases CSAT and reduces overall case volume and handling costs. It reflects the effectiveness of service reps and the quality of internal processes.

Option A (Knowledge article creation rate) measures internal enablement and content productivity but not customer satisfaction directly.

Option C (Self-help case deflection) reflects channel efficiency, not direct interaction quality.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.

Salesforce Help: "Key Service Metrics and KPIs for Contact Centers".

Salesforce Trailhead: "Improve Customer Satisfaction with FCR and CSAT Metrics".

### NEW QUESTION # 36

Cloud Kicks would like to add a WhatsApp channel to its available support channels.

What should the Service Cloud Consultant consider?

- A. Queue-based routing is not supported.
- **B. Group WhatsApp chats are not supported.**
- C. Emojis, polls, and quick text are not supported.

**Answer: B**

Explanation:

Salesforce's WhatsApp Messaging Channel, powered by Digital Engagement, supports one-to-one, session-based communication between a customer and an agent. However, group WhatsApp chats are not supported—each interaction must occur within a single customer conversation thread.

This limitation ensures compliance, privacy, and tracking accuracy across digital channels.

Other features like emojis, quick text, and queue-based routing are fully supported via Omni-Channel configuration.

Referenced Salesforce Materials:

Salesforce Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Set Up WhatsApp Messaging in Salesforce".

Salesforce Spring '24 Release Notes - Digital Engagement Enhancements (WhatsApp Support).

### NEW QUESTION # 37

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