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Salesforce Certified Service cloud consultant Sample Questions (Q164-Q169):

NEW QUESTION # 164

If a Case cannot be resolved after Tier 1 has performed their troubleshooting steps, the case must be escalated to Tier 2 support. Tier 2 has additional troubleshooting steps. How can a Consultant configure the Lightning Service Console to support this requirement?

- A. Define separate Record Types for Tier 1 and Tier 2

- **B. Implement Lightning Guided Engagement**
- C. Configure a Visual Flow Troubleshooting Action
- D. Enable Omni-Channel Case assignment

Answer: B

Explanation:

Lightning Guided Engagement is a feature that allows you to create and display interactive guides for agents in the Lightning Service Console. Lightning Guided Engagement uses flows to define the steps and logic for each guide, such as displaying prompts, collecting inputs, updating records, or branching based on conditions. You can then use the Engagement component to embed the guides in the Service Console and trigger them based on record criteria, such as case status, priority, or product. Lightning Guided Engagement can help you configure the Lightning Service Console to support different troubleshooting steps for Tier 1 and Tier 2 support by creating different guides for each tier and displaying them based on the case record type or owner.

Verified References: Service Cloud Consultant Certification Guide & Tips, Create Interactive Guides with Lightning Guided Engagement

NEW QUESTION # 165

Universal Containers case managers receive a high volume of new cases daily and would like to improve efficiency across multiple teams with multiple disparate product specializations. Currently, all cases are automatically distributed evenly across all case managers, regardless of the case manager's knowledge of the products related to the case.

What should a consultant recommend to modify the Case Assignment rules?

- A. Implement Einstein Article Recommendations.
- B. Implement Queue-Based Routing
- **C. Implement Skills-Based Routing.**

Answer: C

Explanation:

Skills-Based Routing is an advanced feature in Salesforce Service Cloud that directs cases to the most qualified case managers based on their skills and expertise. By implementing Skills-Based Routing, Universal Containers can ensure that cases are assigned to case managers with the appropriate product knowledge, improving case resolution efficiency and quality. This method optimizes resource allocation and enhances customer satisfaction by matching cases with the best-suited case managers.

NEW QUESTION # 166

Which two configuration steps are required before Quick Actions can be used in Macros? Choose 2 answers

- **A. The specific Quick Action must be added to the Case record page.**
- B. Quick Actions must be enabled in the org.
- **C. The specific Quick Action must be added to the CaseFeed.**
- D. Global Actions need to be on the publisher layout.

Answer: A,C

NEW QUESTION # 167

Universal Containers has implemented KCS. Specific article types and categories require approval, both the Publish Articles action button and the Submit for Approval button are available on page layouts. Agents are forgetting to submit certain articles types for approval.

What should a consultant recommend to automate the approval process?

- A. Validation rule
- B. Assignment rule
- **C. A Process Builder**
- D. Workflow

Answer: C

Explanation:

A Process Builder is the recommended tool to automate the approval process for certain article types and categories that require approval in KCS. A Process Builder is a tool that allows you to create automated workflows based on criteria and actions. A Process Builder can be used to create a process that submits an article for approval when certain conditions are met, such as the article type or category. A Process Builder can also be used to define approval actions, such as sending email alerts, updating fields, or posting to Chatter.

Verified References: Service Cloud Consultant Certification Guide & Tips, Automate Article Approvals with Process Builder

NEW QUESTION # 168

Universal Containers uses social media to monitor new trends and issues that require a response by their community team. What solution should a consultant recommend to automate the creation of customer contacts and cases from Universal Containers social channels when negative product sentiment is expressed?

- A. Implement Salesforce Radian6 with filters against the company's Twitter account and assign new cases to Twitter queue
- B. Integrate Service Cloud with Google Analytics and use workflow rules for case and contact creation based on key values
- C. Configure Salesforce Social Hub workflow for negative sentiments that automatically creates a contact and a case
- D. Configure Salesforce Twitterforce and workflow rules for negative product sentiments that automatically create a contact and a case

Answer: A

NEW QUESTION # 169

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