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Salesforce Education-Cloud-Consultant Salesforce Certified Education Cloud Consultant Exam (WT21)



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Salesforce Certified Service cloud consultant exam is intended for experienced Salesforce professionals who have a strong understanding of Salesforce products and services. Candidates should have experience with Service Cloud implementation and should have a good understanding of customer service best practices. Service-Cloud-Consultant Exam is designed to validate the candidate's knowledge of Service Cloud functionality and their ability to design and implement Service Cloud solutions.

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Salesforce Certified Service cloud consultant Sample Questions (Q281-Q286):

NEW QUESTION # 281

Cloud Kicks (CK) started out as a small shoe company. Now, CK is growing and needs to meet changing customer expectations while also uplifting agent skill sets and organizational success.

In which order would a consultant work through a high-level discussion and planning session with CK?

- A. Gather organizational vision, map processes, plan metrics, and plan for user feedback.
- B. Gather organizational vision, map processes, plan for user feedback, and define metrics.
- C. Gather organizational vision, match appropriate metrics, plan for user feedback, and map processes.

Answer: A

Explanation:

In planning sessions with Cloud Kicks, the recommended approach is to first gather organizational vision, then map out processes, plan key performance metrics, and finally, incorporate a plan for gathering user feedback.

This structured approach ensures alignment with organizational goals, efficiency in processes, measurable outcomes, and continuous improvement based on feedback.

NEW QUESTION # 282

Universal Containers (UC) hired agents in an expansion of the contact center. Getting agents up to speed and fully productive is a priority. UC implemented a standardized agent-customer dialog to assist agents.

Which feature should a consultant integrate into the Service Console?

- A. Einstein Next Best Action
- B. Actions & Recommendations
- C. In-App Guidance

Answer: A

Explanation:

To assist new agents and enhance productivity, integrating Einstein Next Best Action into the Service Console is recommended. This feature provides agents with contextually relevant suggestions and standardized dialogues based on case details, guiding agents through interactions and ensuring consistent, high-quality customer service.

NEW QUESTION # 283

Universal Container wants to let its customers interact real time with support agents from their computers and mobile devices.

What feature should a consultant recommend to meet this requirement?

- A. Customer Community
- B. Case Assignment Rules
- C. Web-to-Case
- D. Embedded Chat Service

Answer: D

NEW QUESTION # 284

universal containers wants to schedule technicians for repair services when an agent is unable to solve customer problem via call center

- A. field service
- B. Contact Requests
- C. Omni channel
- D. Mobile connect

Answer: A

Explanation:

Field Service is the functionality that a consultant should recommend to schedule technicians for repair services when an agent is unable to solve a customer problem via call center. Field Service is a product that allows you to manage your mobile workforce and deliver onsite service to your customers. Field Service can be used to create work orders, schedule appointments, dispatch technicians, track service delivery, and optimize routes. Field Service can also be integrated with other Service Cloud features, such as cases, entitlements, knowledge, or chat. Verified References: [Service Cloud Consultant Certification Guide & Tips], Field Service Overview

NEW QUESTION # 285

A large appliance company wants to reduce case volume by handling common customer inquiries such as order tracking, appointment rescheduling, and basic troubleshooting through an AI solution. The company requires the solution to:

- * Automatically retrieve real-time order and appointment data via custom APIs.
- * Offer dynamic reasoning to handle varied and complex phrasing from customers.
- * Be fully extensible with memory and decision-making capabilities during multi-turn conversations.

- A. Agentforce Employee Agent
- B. Einstein Bot
- C. Agentforce Service Agent

Answer: C

Explanation:

Agentforce Service Agent is Salesforce's generative AI-powered conversational agent designed to handle multi-turn, dynamic conversations. It can integrate with custom APIs, maintain memory across interactions, and execute custom actions for complex service tasks like order tracking and appointment management.

Option A (Einstein Bot) handles structured, predefined flows but lacks dynamic reasoning and memory.

Option B (Employee Agent) is designed for internal employee support, not customer-facing interactions.

Referenced Salesforce Materials:

- * Salesforce Spring '24 Release Notes - Agentforce Service Agent: Generative AI Capabilities.
- * Service Cloud Consultant Exam Guide - Interaction Channels Domain.
- * Salesforce Help: "Use Agentforce Service Agent for Complex Customer Conversations."

NEW QUESTION # 286

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