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Salesforce Certified Service cloud consultant Sample Questions (Q290-Q295):

NEW QUESTION # 290

Field engineers often need to access current inventory levels of products the customer has purchased while at customer sites. Which solution should a Consultant recommend to meet this requirement?

- **A. Implement Field Service Lightning.**
- B. Develop and publish a knowledge management system
- C. Integrate with an enterprise resource planning system.
- D. Configure Visual Flows on Salesforce mobile.

Answer: A

Explanation:

Explanation

Field Service Lightning is a product that enables you to manage your mobile workforce, optimize schedules, track inventory, and resolve issues in the field. Field engineers can use the Field Service Lightning mobile app to access current inventory levels of products the customer has purchased while at customer sites. They can also view their assigned work orders, get directions, update statuses, and capture signatures. Verified References: Field Service Lightning Overview

NEW QUESTION # 291

Universal Containers purchased Knowledge and would like to implement it as soon as possible. What approach should a consultant recommend?

- **A. Activate Knowledge One within the Salesforce Console for Service.**
- B. Activate Knowledge One on the case detail page.
- C. Create a Knowledge Visualforce component on the case detail page.
- D. Create a Knowledge Visualforce component within the Salesforce Console for Service.

Answer: A

NEW QUESTION # 292

Universal Containers assigns its contact center agents to certain interaction channels and would like to optimize the agents' desktop based on their assigned interaction channels.

What is the best solution?

- A. Create case page layouts for each interaction channel and assign them to different agent profiles.
- B. Create multiple agent console applications and configure the layout based on the user's requirements.
- C. Create a Salesforce Console for Service layout and allow the agents to drag and drop the components they need.
- **D. Create multiple Salesforce Console for Service applications and configure them based on user's requirements.**

Answer: D

NEW QUESTION # 293

Cloud Kicks (CK) wants to adopt artificial intelligence (AI) for improving case closure key performance indicators (KPIs) and product support planning within its Service organization. CK has at least 1,000 closed cases from which it can predict accurate values for fields that are empty. CK has yet to implement any Einstein AI products.

Which approach should the consultant recommend to start AI efforts at CK?

- **A. Review and address Case data issues and set up Einstein Classification Apps.**
- B. Review and address Case data issues and set up Einstein Article Recommendations.
- C. Confirm there are enough closed cases and turn on Einstein Service AI Grounding with Cases.

Answer: A

Explanation:

To start AI efforts for improving case closure KPIs and product support planning, reviewing and addressing case data quality issues is essential before setting up Einstein Classification Apps. This approach ensures the AI models are trained on clean, reliable data, enhancing the accuracy of predictions for empty fields and overall effectiveness of the AI implementation in the Service organization.

NEW QUESTION # 294

universal containers is implementing a customer community using the customer service template. One of the requirements is for members to be able to find knowledge articles based on the product type. How should consultant satisfy this requirement

- A. Enable suggested articles in the community
- B. Set the visibility to the data categories
- C. Define article types with sharing settings
- **D. Utilize topic tags for each product type**

Answer: D

NEW QUESTION # 295

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