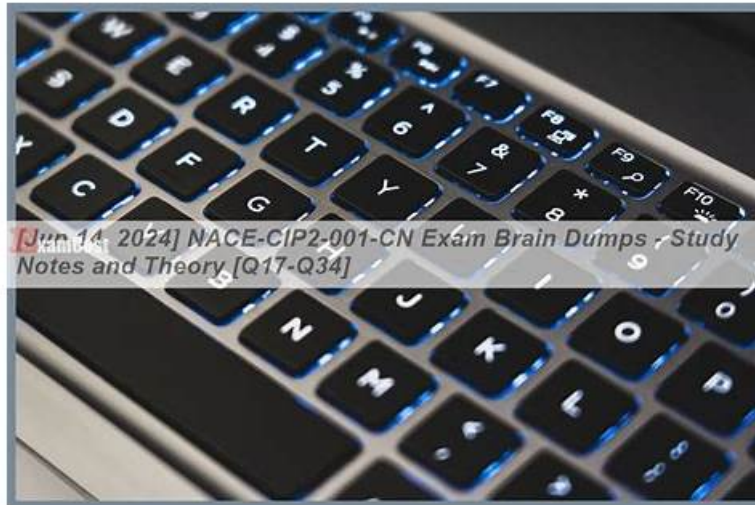


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## Salesforce Certified Service Cloud Consultant Sample Questions (Q90-Q95):

### NEW QUESTION # 90

Universal Containers wants to let its customers interact in real time with support agents from their computers and mobile devices. Which feature should a consultant recommend to meet this requirement?

- A. Knowledge articles
- B. Web-to-Case
- C. Einstein Chat Bot

**Answer: C**

Explanation:

To enable real-time interaction between customers and support agents from computers and mobile devices, implementing an Einstein Chat Bot is recommended. Chatbots provide an immediate, interactive communication channel that can escalate complex issues to

live agents, enhancing the customer support experience across devices.

#### NEW QUESTION # 91

Cloud Kicks (CK) has multiple product lines. CK is preparing to launch a public knowledge base for customers that will have 2,500 articles. The company wants an easy way for users to find relevant articles based on its product.

What is the recommended method to meet the requirement?

- A. Topics for objects
- **B. Data Category groups**
- C. Screen Flow

**Answer: B**

Explanation:

Using Data Category groups allows Cloud Kicks to organize their large volume of articles by product, making it easier for users to find relevant information. This method enhances the searchability and user experience of the public knowledge base by categorizing articles in a way that aligns with the company's product lines.

#### NEW QUESTION # 92

Universal Containers has implemented a call-based response system. The call wait time has become too long, and customer service is being affected. Management would like to find a way to reduce customers' wait times and enable agents to handle more inquiries at a time.

Which feature should a consultant recommend?

- **A. Einstein Service Replies**
- B. Case Auto-Response Rule
- C. Salesforce Messaging

**Answer: A**

Explanation:

Comprehensive and Detailed

Einstein Service Replies utilizes generative AI to draft and recommend relevant replies to service representatives during chat or messaging sessions, or for case emails. By providing AI-generated responses, agents can handle inquiries more efficiently, reducing customer wait times and increasing the number of inquiries managed simultaneously.

From Salesforce Help:

"Use Einstein generative AI with Service Replies to draft and recommend relevant replies to service reps during chat or messaging sessions, or for case emails."

-

Implementing Einstein Service Replies can significantly enhance agent productivity by streamlining the response process, thereby addressing the issue of long call wait times.

#### NEW QUESTION # 93

A company is planning for the migration of an existing external knowledge base into Salesforce Knowledge.

Which set of factors should be considered when selecting the articles to migrate?

- A. Last modified date and terms searched frequently in the last year
- B. Original creation date and total number of article views in the last year
- **C. Last modified date and total number of article view in the last year**

**Answer: C**

Explanation:

When selecting articles for migration into Salesforce Knowledge, considering the last modified date and total number of article views in the last year is important. This ensures that the most current and frequently referenced content is prioritized, enhancing the relevance and utility of the knowledge base in Salesforce.

## NEW QUESTION # 94

Universal Containers wants to provide its resellers a secure portal where they can share their customer accounts, submit and track the status of their cases, and view reports and dashboards.

Which solution should a consultant recommend?

- A. Customer Experience site
- **B. Partner Experience site**
- C. Employee Community

**Answer: B**

Explanation:

For providing resellers with a secure portal to share customer accounts, submit and track cases, and view reports, implementing a Partner Experience site is recommended. This solution offers a collaborative platform tailored for partners, enhancing communication, case management, and access to vital information, strengthening the partnership ecosystem.

## NEW QUESTION # 95

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