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Salesforce Certified Service Cloud Consultant Sample Questions (Q199-Q204):

NEW QUESTION # 199
Universal Containers is implementing Service Cloud to make the workflow more efficient and improve customer support.
When setting up Service Cloud, how can a consultant ensure that service agents have access to the right customer information when viewing a case?

- A. Expose cross object fields on the case record Lightning page.
- B. Use a flow to copy a value from a contact record to the case.
- C. Use a formula to pull fields from a contact record to the case.

Answer: A

Explanation:
In Salesforce, agents can view related customer information efficiently by exposing cross-object fields directly on the Case Lightning record page. This is done using Lightning App Builder and Dynamic Forms, which allow fields from related objects (like Contact or Account) to be placed directly on the Case page layout.
This method eliminates the need for duplicative data transfer (as would be done with formulas or flows) and ensures agents always see up-to-date customer data directly on the Case. It's the most scalable and maintainable approach for surfacing relevant

information during case handling.
Reference:
https://help.salesforce.com/s/articleView?id=sf.dynamic_forms_spanning_fields.htm&language=en_US&type=5
https://help.salesforce.com/s/articleView?id=release-
notes.rn_lab_dynamic_forms_crossobject_fields.htm&language=en_US&release=248&type=5

NEW QUESTION # 200
Which approach should a consultant use to ensure that Lightning Knowledge searches only display articles for a service agent's product specialization?

- A. Create a data category for each product. Assign data categories to service agents.
- B. Create a permission set for each record type. Assign permissions to service agents.
- C. Create an article action for each record type. Assign record types to service agents.

Answer: A

Explanation:
Creating a data category for each product and assigning these categories to service agents based on their product specialization ensures that agents only see relevant articles during Lightning Knowledge searches. This approach streamlines access to information and enhances support efficiency for specific product lines.

NEW QUESTION # 201
The support manager at Universal Containers wants to measure first-call resolution by channel, agent, and calendar month.
Which reporting solution should the consultant recommend?

- A. Create a joined report.
- B. Create a report using Grouping.
- C. Create a reporting snapshot.

Answer: A

Explanation:
To measure first-call resolution by channel, agent, and calendar month, a joined report is recommended. This type of report allows the combination of related reports into a single report with multiple blocks, enabling the analysis of data across different dimensions such as communication channels, individual agent performance, and timeframes, providing a comprehensive view of first-call resolution metrics.

NEW QUESTION # 202
A Service Cloud Consultant is overseeing a Service Cloud implementation for a retail organization. The rollout includes new case assignment processes, customized Service Console layouts, and a knowledge base. The consultant wants to ensure deployment proceeds smoothly and that users are prepared for go-live.
What should the consultant do first to develop an effective deployment and training strategy?

- A. Host informational sessions about new features while technical configuration is underway, and plan for post-deployment user support to address training needs as they arise.
- B. Define rollout milestones, set up appropriate sandbox environments for testing and training, and plan scenario-based user training sessions.
- C. Prepare user-facing documentation and quick-reference guides early, then roll out features once the Service Console layouts are finalized.

Answer: B

Explanation:
The Service Cloud Consultant Exam Guide - Implementation Strategies Domain recommends defining deployment milestones, leveraging sandbox environments for testing and user training, and conducting scenario-based training to ensure readiness.
This proactive approach ensures that users are trained in realistic workflows before go-live, reduces disruption, and validates deployment readiness through UAT (User Acceptance Testing).
Option A defers structured training until after go-live, risking poor adoption.

Option C focuses only on documentation, not on milestones, testing, or interactive training.
Referenced Salesforce Materials:
Service Cloud Consultant Exam Guide - Implementation Strategies Domain.
Salesforce Help: "Plan Deployment and User Training for Service Cloud".
Salesforce Project Delivery Framework - Testing and Enablement Best Practices.

NEW QUESTION # 203

Universal Containers (UC) plans to implement a chatbot within its healthcare division to increase case deflection, reduce wait times, and save agents time so they can work on more complex issues.
The UC stakeholder has raised a risk about the Health Insurance Portability and Accountability Act (HIPAA) and other common compliance standards when using chatbots.
What should a consultant do to address the risk?

- A. Share Information about bot security, availability, and confidentiality of healthcare data found on Salesforce Trust and Einstein Platform Compliance.
- B. Create a bot in the production org and use the information captured in Conversation Logs to confirm that no healthcare data was discussed.
- C. Conduct a discovery session with the stakeholder to ensure the voice and tone of the bot meet the required healthcare compliance standards.

Answer: A

Explanation:
To address concerns about compliance with HIPAA and other standards when using chatbots, sharing detailed information on bot security, data availability, and confidentiality from Salesforce Trust and Einstein Platform Compliance resources is recommended. This reassures stakeholders of the measures in place to protect sensitive healthcare data and maintain compliance.
When implementing chatbots in healthcare or other regulated industries, compliance with standards like HIPAA is critical. Salesforce Einstein Bots are part of the Salesforce Platform, which supports compliance certifications including HIPAA, SOC 2, ISO 27001, and more.
Salesforce Trust and Compliance documentation offers verified, detailed information on:
Data encryption
Audit trails
Security and confidentiality of interactions
HIPAA alignment for healthcare data
This ensures the stakeholder receives clear, authoritative details that directly address risk. Option B is the only one that provides formal assurance tied to platform compliance capabilities.

NEW QUESTION # 204

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