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## Salesforce Certified Service cloud consultant Sample Questions (Q142-Q147):

### NEW QUESTION # 142

Universal Containers is launching a full line of new products, and Service Cloud should support the following requirements:

- \* Service reps need to collaborate with other teams.
- \* The product development team needs to be alerted on high-priority cases for specific products.

Which solution meets these requirements?

- A. Use Account Teams to collaborate on cases and use Salesforce Flow for notifications.
- **B. Use Case Teams to collaborate on cases and use Salesforce Flow for notifications.**
- C. Use Case Teams to collaborate on cases and use Escalation Rules for notifications.

**Answer: B**

Explanation:

The Service Cloud Consultant Study Guide - Service Cloud Solution Design domain recommends using Case Teams to facilitate collaboration on cases among different departments. Case Teams allow multiple users or roles to work together on a single case, improving visibility and coordination between service and product development teams.

To meet the requirement of alerting the product development team on high-priority cases, the best practice is to use Salesforce Flow (or Process Automation tools) to automatically send notifications, create tasks, or post updates to collaboration tools such as Slack or Chatter when criteria are met (for example, "Priority = High" and "Product = X").

Escalation Rules are designed for time-based escalation to higher support tiers, not for notifying specific departments. Account Teams facilitate collaboration at the account level, not on specific cases, making them unsuitable for case-specific alerts.

Referenced Salesforce Materials:

- \* Service Cloud Consultant Exam Guide - Service Cloud Solution Design Domain (collaboration and automation design considerations).
- \* Salesforce Help: "Set Up Case Teams" (enables collaboration among different users on cases).
- \* Salesforce Help: "Build Automated Notifications with Flow" (describes how to notify users when case conditions are met).

### NEW QUESTION # 143

The customer's support team at Universal Containers (UC) has noticed a large increase in Case Resolution times recently. UC wants to use Einstein for Service to help agents locate the relevant information more quickly.

Which feature should the consultant recommend?

- A. Einstein Bots 27: B is correct answer
- **B. Einstein Article Recommendations**
- C. Einstein Reply Recommendations

**Answer: B**

Explanation:

To help agents locate relevant information more quickly and address the increase in case resolution times, recommending the use of Einstein Article Recommendations is appropriate. This feature uses AI to suggest relevant Knowledge articles to agents based on the case context, enhancing efficiency and accuracy in resolving customer queries.

### NEW QUESTION # 144

Support Managers have requested the ability to provide real-time feedback to Agents during customer chat sessions.

What feature should a consultant configure to meet this requirement?

- **A. Omni-channel Supervisor**

- B. Push Notifications
- C. Next Best Actions
- D. Case Feed

**Answer: A**

Explanation:

Explanation

Omni-channel Supervisor is a feature that allows managers to monitor the performance and activity of agents and queues in real time. Managers can view metrics such as agent status, workload, capacity, and chat transcripts. Managers can also provide real-time feedback to agents during customer chat sessions by sending private messages or coaching requests. Verified References: Service Cloud Consultant Certification Guide & Tips, Omni-Channel Supervisor Overview

#### NEW QUESTION # 145

Cloud Kicks asked a Service Cloud Consultant to help it determine its customer retention rate.

Which numbers does the consultant need to calculate an accurate rate?

- **A. Customers at the start of a given period, customers at the end of that period, and new customers acquired during that period**
- B. Customers at the start of a given period, customers at the end of that period, and customers lost during that period
- C. Customers at the start of a given period, customers at the end of that period, and old customers who returned during that period

**Answer: A**

Explanation:

In the Industry Knowledge domain, Salesforce defines customer retention rate as the percentage of customers retained over a given period, excluding newly acquired customers. The formula requires:

Thus, the correct variables are customers at the start, customers at the end, and new customers acquired during the period.

Option B and C include incorrect parameters-"old customers who returned" and "customers lost"-which are not used directly in retention rate formulas.

Referenced Salesforce Materials:

\* Service Cloud Consultant Exam Guide - Industry Knowledge Domain (metrics such as retention, churn, and customer satisfaction).

\* Salesforce Trailhead: "Measure Customer Retention and Churn" (defines retention rate calculation).

#### NEW QUESTION # 146

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 # 147

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