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Salesforce Certified Service cloud consultant Sample Questions (Q16-Q21):

NEW QUESTION # 16
Cloud Kicks (CK) provides varying levels of support based on the customer's service contract. For customers with a Gold service contract, CK plans to use milestones. For example, a call comes in at 11:00 AM on Wednesday. The service rep responds at 1:00 PM on Wednesday to complete the first milestone. Then, the service rep must respond by 1:00 PM on Thursday to complete the second milestone.
Which milestone recurrence type should the consultant recommend?

- A. Sequential Recurrence
- B. No Recurrence
- C. Independent Recurrence

Answer: C

Explanation:
In Entitlement Management, milestone recurrence defines how recurring service targets are tracked.
* Independent Recurrence creates a new, independent milestone schedule after each milestone is completed.
* Sequential Recurrence means each milestone must complete before the next begins, but the next milestone is dependent on the completion time of the previous one.
* No Recurrence applies when milestones occur only once per entitlement process.
Because CK's second milestone begins exactly 24 hours after the first one's start time (not dependent on when the first completes), the appropriate configuration is Independent Recurrence. This ensures that each milestone starts on its predefined timeline, regardless of the completion of the prior milestone.
Referenced Salesforce Materials:
* Salesforce Service Cloud Consultant Exam Guide - Case Management Domain (Milestone configuration and recurrence).
* Salesforce Help: "Define Milestones and Recurrence Types".
* Salesforce Winter '23 Release Notes - Service Cloud: Entitlement Enhancements.

NEW QUESTION # 17
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 a Salesforce Console for Service layout and allow the agents to drag and drop the components they need.
- B. Create multiple Salesforce Console for Service applications and configure them based on user's requirements.
- C. Create multiple agent console applications and configure the Iayout based on the user's requirements.
- D. Create case page layouts for each interaction channel and assign them to different agent profiles.

Answer: B

NEW QUESTION # 18
Universal containers wants to assign support agents to handle only specific interaction channels based on one of the following channel groupings a) Phone b) Phone and email c) Social media (facebook and twitter). What should a consultant recommend to accomplish this?

- A. Create a service cloud console to support all channel groupings.

- B. Create an agent profile for each channel grouping.
- C. Create an agent role for each channel grouping.
- D. Create a unique case page layout for each channel grouping.

Answer: D

NEW QUESTION # 19

Universal Containers is using WhatsApp to provide support to customers in Service Console.
Agents would like to preview PDFs sent
by customers from the chat window.
What should a consultant recommend?

- A. Download the PDFs from the chat.
- B. Use File Preview in the chat.
- C. Ask the customer to send the PDF via email.

Answer: B

Explanation:
For agents who wish to preview PDFs sent by customers via WhatsApp in the Service Console, using File Preview functionality
within the chat interface is recommended. This feature allows agents to view PDF attachments directly within the chat window,
improving efficiency by eliminating the need to download files for review.

NEW QUESTION # 20

The Service Desk at Universal Containers is considering implementing a Service Console and is considering using Lightning
Experience. Which three features are available only in Classic? Choose 3 answers

- A. Multi -monitor support
- B. Dynamic list updates
- C. Case hover
- D. Keyboard Shortcuts
- E. Quick Text

Answer: A,B,D

NEW QUESTION # 21

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