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Salesforce Certified Service Cloud Consultant Sample Questions (Q270-Q275):

NEW QUESTION # 270

Universal Containers wants to reduce the clicks a customer support agent uses when working on a case. This includes the time it takes to create, resolve, and close the case.

Which Salesforce productivity feature should a consultant use to accomplish this requirement?

- A. Quick action
- B. Flow
- C. Macros

Answer: C

Explanation:

Macros in Salesforce allow users to automate repetitive tasks with a single click, such as creating, updating, and closing cases. Implementing macros can significantly reduce the number of clicks and time customer support agents spend on routine case management tasks, enhancing productivity and allowing them to focus more on resolving customer issues.

NEW QUESTION # 271

Universal Containers (UC) is ramping up its Knowledge program. UC has a robust analytics team that would like to report on trends in Knowledge Searching, User Activity, and Data Category Usage.

Which reporting solution should a consultant recommend?

- A. Knowledge Base Reports and Dashboard Package Installation
- B. Knowledge Dashboard Pack for CRM Analytics Installation
- C. Custom Report Types with Reports and Dashboards

Answer: A

Explanation:

For Universal Containers to report on trends in Knowledge Searching, User Activity, and Data Category Usage, installing the Knowledge Base Reports and Dashboard package is recommended. This package provides pre-built reports and dashboards specifically designed for analyzing Knowledge usage and performance, enabling UC's analytics team to gain insights into Knowledge program effectiveness.

NEW QUESTION # 272

Which feature should a consultant recommend to assign a case to a Tier 2 service queue so the Tier 2 service agent knows how far the Tier 1 service agent had progressed in troubleshooting the case?

- A. Slack message
- B. Escalation Rules
- C. Case Comments
- D. Path for Cases

Answer: D

Explanation:

To provide Tier 2 agents with visibility into the progress made by Tier 1 agents, Path for Cases is the recommended feature. This visual tool guides agents through the stages of case resolution, displaying key fields and statuses.

From the Salesforce documentation:

"Path visually guides agents through the different stages of a case, providing them with the necessary context and guidance at each step. This feature helps in streamlining the handover process and ensures that Tier 2 representatives are immediately aware of the actions taken by Tier 1, enhancing efficiency and case resolution times."

-Salesforce Service Cloud Consultant Guide

Implementing Path for Cases ensures a seamless transition between support tiers, maintaining continuity in customer service and reducing the time needed for Tier 2 agents to get up to speed.

NEW QUESTION # 273

Cloud Kicks (CK) has created hundreds of Knowledge articles about its products. The articles have been attached to closed cases. A new product release will require changes to dozens of articles.

After revising the articles, CK wants to ensure that a prior article version stays associated with the closed cases. What is the recommended method to meet the requirements?

- A. Add "updated" to the name of the new article.
- B. Use Smart Link to Article to select the prior version.
- **C. Select the Flag as new version checkbox when publishing.**

Answer: C

Explanation:

To ensure that prior versions of Knowledge articles remain associated with closed cases after updates, selecting the "Flag as new version" checkbox when publishing the revised articles is recommended. This approach maintains the link between closed cases and the specific article versions referenced at the time, preserving the accuracy of historical case resolutions.

NEW QUESTION # 274

What should a consultant consider when implementing Salesforce Messaging functionality in a new Service Cloud instance?

- A. It is incompatible with Einstein Bots.
- **B. It should be routed via Omni-Channel.**
- C. It should be deployed with Experience Builder.

Answer: B

Explanation:

Salesforce Messaging (SMS, WhatsApp, and other digital channels) is designed to integrate with Omni-Channel for intelligent routing, agent capacity management, and real-time monitoring. This ensures messages are distributed efficiently among agents while leveraging presence and workload rules.

Option B is incorrect - Salesforce Messaging is compatible with Einstein Bots for automated responses.

Option C (Experience Builder) is unrelated to Salesforce Messaging setup, which is handled in the Messaging Settings and Omni-Channel configuration.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Enable and Route Salesforce Messaging Through Omni-Channel." Salesforce Spring '24 Release Notes - Digital Engagement Enhancements.

NEW QUESTION # 275

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