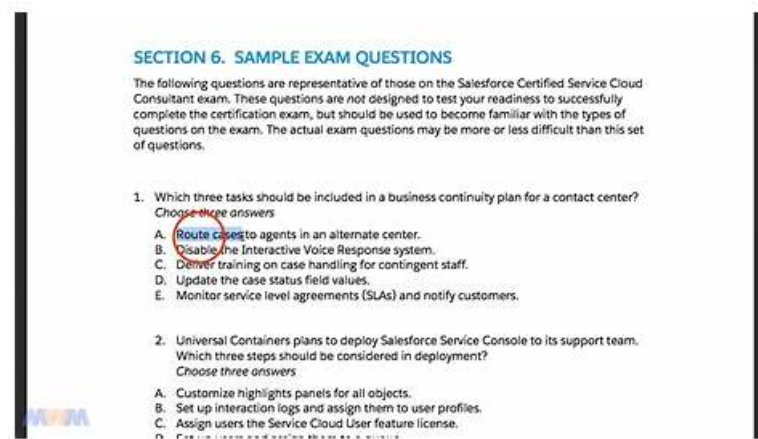# Free PDF Quiz 2026 Salesforce Service-Cloud-Consultant Useful Valid Test Testking

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Salesforce Certified Service cloud consultant Sample Questions (Q139-Q144):

NEW QUESTION # 139
Service agents at Cloud Kicks frequently encounter duplicate coses that customers in different channels created. Management would like to provide a method for service agents to combine duplicates and delete one of the cases.
Which action should a Service Cloud consultant recommend?

- A. Set a validation rule
- B. Configuration a blocking duplicate rule
- C. Enable Case Merge.

- D. Create an auto-launched flow.

Answer: C

Explanation:
Case Merge is a native feature that allows agents to merge up to three duplicate cases into one master case, and delete the other cases. Case Merge preserves the case history, comments, attachments, and related records of all the merged cases. Case Merge can be enabled from Setup > Case Merge Settings. Verified References: :
Merge Duplicate Cases in Lightning Experience

NEW QUESTION # 140
Universal Containers wants to direct cases based on the same criteria it applies to Messaging for In-App and Web (MIAW).
Which feature should a consultant recommend?

- A. Omni-Channel Routing
- B. Milestones & Entitlements processes
- C. Case Assignment rules

Answer: A

Explanation:
To direct cases with the same criteria applied to Messaging for In-App and Web (MIAW), utilizing Omni-Channel Routing is recommended. This feature enables the distribution of cases based on predefined criteria, ensuring that cases are routed to the appropriate agents or queues for efficient resolution, mirroring the strategy used for MIAW.

NEW QUESTION # 141
Universal containers is trying to reduce the amount of time support agents spend creating cases. The new method case creation must allow for 4000 - 5000 new cases a day, as well as the attachment of documents under 25 MB by the customer.
Which method should the consultant suggest?

- A. Omni channel routing
- B. Standard email to case
- C. Web to case forms
- D. On-Demand Email-to-case

Answer: B

Explanation:
Explanation
Standard email to case is a feature that allows you to automatically create cases from incoming emails sent to your company's support addresses. Standard email to case can handle emails with attachments up to 25 MB in size (minus any text in the email). Standard email to case also preserves email formatting and supports HTML emails with embedded images. Standard email to case is suitable for creating 4000 - 5000 new cases a day, as well as allowing customers to attach documents under 25 MB by email. Verified References: Service Cloud Consultant Certification Guide & Tips, Email-to-Case Overview

NEW QUESTION # 142
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, match appropriate metrics, plan for user feedback, and map processes.
- B. Gather organizational vision, map processes, plan for user feedback, and define metrics.
- C. Gather organizational vision, map processes, plan metrics, and plan for user feedback.

Answer: C

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 # 143

Universal Containers wants to automate case management for the web support team.
When new cases come in from the website they should be routed to the support team to work in the order that they are submitted.
Which approach should a Consultant implement?

- A. Direct Messaging
- B. Lightning Component
- C. Contact Request flow
- D. Case queues

Answer: D

Explanation:
Case queues are an approach that a consultant should implement to automate case management for the web support team. Case queues are locations where cases are routed to await processing by a group of users. Case queues can be used to assign cases to the web support team based on criteria such as case origin, priority, or type. Case queues also allow agents to work on cases in the order that they are submitted. Verified References:
:https://help.salesforce.com/s/articleView?id=sf.customize_queues.htm&type=5 :
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NEW QUESTION # 144

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