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Salesforce Certified Service Cloud Consultant Sample Questions (Q103-Q108):

NEW QUESTION # 103

Universal Containers is considering a Knowledge-Centered Support (KCS) implementation. Which benefit can be expected from KCS adoption?

- A. Reduced need for self-service
- B. Reduced issue resolution time
- C. Reduced administrative overhead

Answer: B

Explanation:

Knowledge-Centered Support (KCS) focuses on integrating knowledge creation and maintenance into the problem-solving process. By adopting KCS, organizations can expect a reduction in issue resolution time as service agents have quicker access to solutions and knowledge articles, enabling faster responses to customer inquiries and issues.

NEW QUESTION # 104

Universal Containers (UC) wants to improve case management by assigning cases to agents based on their relevant product specialization. UC also wants to automatically assign agents to the next case to evenly distribute the case workload.

- A. Use Most Cases Closed report.
- B. Use the agents' Presence Status.
- C. Use the Most Available routing model.

Answer: C

Explanation:

The Most Available routing model in Omni-Channel automatically assigns the next case to the agent with the most remaining capacity, ensuring fair and even workload distribution. It can be combined with skills-based routing so that only agents with the appropriate product specialization receive the case.

Option B (Presence Status) only defines whether an agent is available but doesn't control assignment logic.

Option C (report) is a performance tracking tool, not a routing mechanism.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Configure Routing Models in Omni-Channel."

Salesforce Winter '23 Release Notes - Skills-Based Routing Enhancements.

NEW QUESTION # 105

An Agentforce Service Agent needs to access and update Case records, retrieve information from Knowledge articles, and run flows to automate certain processes for unauthenticated customer sessions.

- A. Grant the AI agent user the "System Administrator" profile for maximum compatibility.
- B. Use Organization-Wide Sharing Defaults (OWD) and filters at the topic/action level.
- C. Use the "New Agent User" option and use principle of least privilege to apply specific permissions.

Answer: C

Explanation:

Each Agentforce Service Agent operates through a dedicated agent user record in Salesforce, configured under the "New Agent User" option. The principle of least privilege should be applied-granting only the permissions needed for the AI agent to perform its defined actions, such as:

Reading/updating Case records,

Accessing Knowledge articles, and

Executing Flows relevant to its topics and actions.

This ensures secure access, especially when the AI interacts with unauthenticated sessions (e.g., guest users).

Option A is incomplete, as OWDs and filters don't manage AI user access directly.

Option C (System Administrator) violates security best practices by granting excessive permissions.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Agentforce Service Agent: Security and User Configuration Enhancements.

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Set Up Agentforce Service Agent Users and Permissions."

NEW QUESTION # 106

Ursa Major Solar's support department would like to implement a process to ensure customers receive the appropriate support based on their service-level agreements (SLAs).

Which feature should the consultant configure as part of the implementation?

- A. Milestones
- B. Scheduled Flow Action
- C. Escalation Rule

Answer: A

Explanation:

Milestones are key components of Entitlement Management in Service Cloud that define SLA-based time targets (e.g., First Response or Resolution Time) on cases. Milestones track whether SLAs are met and can trigger alerts or actions when time thresholds are reached.

Option B (Escalation Rule) routes cases based on conditions but doesn't enforce SLA timing.

Option C (Scheduled Flow Action) can automate reminders but isn't designed for SLA tracking.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Case Management Domain.

Salesforce Help: "Set Up Milestones and Entitlements to Enforce SLAs."

Salesforce Winter '23 Release Notes - Entitlement Management Enhancements.

NEW QUESTION # 107

Service agents have reported that the Lightning Service Console is too crowded which makes it difficult to find the information they need. After reviewing the agents' console use, a consultant has determined that all configured features are required.

Given this scenario, which solution should a consultant suggest to improve the efficiency for console users?

- A. Prepare macros.
- **B. Create multiple console layouts.**
- C. Train on keyboard shortcuts.

Answer: B

Explanation:

Given that all features in the Lightning Service Console are required but users find it too crowded, creating multiple console layouts tailored to different user roles or tasks is recommended. This allows for the customization of the console's interface to display only the most relevant information and tools for each specific use case, improving efficiency and usability for console users.

NEW QUESTION # 108

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