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## Salesforce Certified Service Cloud Consultant Sample Questions (Q147-Q152):

### NEW QUESTION # 147

Cloud Kicks (CK) provides customized support based on product line and plans to expand from voice-only support. Support agents are certified on one or more specific product lines. CK would like to provide support through multiple channels. CK wants to ensure a consistent customer experience.

Which solution should the consultant recommend to meet the requirements?

- A. Omni-Channel with Einstein Case Routing
- B. Omni Channel with Queue-Based Routing
- C. Omni-Channel with Capacity-Based Routing

**Answer: A**

Explanation:

To meet the requirements of providing support through multiple channels with a consistent customer experience, Omni-Channel with Einstein Case Routing is recommended. This solution uses AI to route cases to the most appropriate agent based on their certification and product line expertise, ensuring that customers receive knowledgeable and consistent support across all channels.

#### NEW QUESTION # 148

Universal Containers wants to implement best practices for its customer support teams and has decided to follow a Knowledge Centered Support (KCS) methodology.

Which benefit can be expected?

- **A. Reduced issue resolution time**
- B. Reduced post-interaction time
- C. Reduced first contact resolution time

**Answer: A**

Explanation:

Implementing Knowledge-Centered Support (KCS) at Universal Containers is expected to reduce issue resolution time.

KCS is a methodology that integrates knowledge creation and reuse into the support process. By capturing and structuring knowledge during the problem-solving process, support agents can quickly access relevant information, leading to faster issue resolution.

Key benefits of KCS include:

Improved resolution times: Support agents can resolve issues more quickly by accessing a well-maintained knowledge base.

Increased first contact resolution: With immediate access to relevant information, agents are more likely to resolve issues during the first interaction.

Enhanced self-service capabilities: Customers can find answers to common issues themselves, reducing the volume of support requests.

By adopting KCS, Universal Containers can expect a significant reduction in issue resolution time, leading to improved customer satisfaction and operational efficiency.

Reference:

<https://www.atlassian.com/itsm/knowledge-management/kcs>Atlassian+1 TeamDynamix+1

[https://library.serviceinnovation.org/KCS/KCS\\_v6/KCS\\_v6\\_Practices\\_Guide/030/040/040/035](https://library.serviceinnovation.org/KCS/KCS_v6/KCS_v6_Practices_Guide/030/040/040/035)

<https://helpjuice.com/blog/knowledge-centered-support>

#### NEW QUESTION # 149

Universal Containers (UC) is considering replacing its traditional chatbot with Agentforce Service Agent to enhance customer engagement. Its current bot frequently struggles with understanding follow-up questions and maintaining context across a multi-turn conversation, leading to frustrated customers.

What core capability of Agentforce Service Agent directly addresses UC's challenge?

- A. A rigid, declarative dialog system that requires predefined conversation flows for every interaction.
- B. Trained natural language models (NLMs) to interpret the most recent user input.
- **C. Generative AI to understand human language and maintain context across entire conversations.**

**Answer: C**

Explanation:

Agentforce Service Agent, powered by Salesforce's Einstein generative AI, is designed to maintain multi-turn conversational context. It uses generative AI models to interpret the full conversation history, not just the latest user message, enabling natural and context-aware interactions.

This directly resolves UC's issue of the legacy bot losing context and failing on follow-up questions.

Option A describes older natural language models that interpret isolated inputs.

Option B refers to traditional rule-based bots that lack contextual understanding.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Agentforce Service Agent Enhancements (multi-turn conversation and generative context retention).

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Use Agentforce Service Agent for Context-Aware Conversations".

### NEW QUESTION # 150

Cloud Kicks plans to deploy Service Cloud to customers who will have different levels of support. The consultant is unsure whether Entitlements only or Entitlements plus Service Contracts is the correct solution. Which question should the consultant ask to determine the preferred solution?

- A. Do multiple versions of the Entitlements need to be created and maintained?
- **B. Is support provided on a periodic basis and renewed annually?**
- C. Will customers access Knowledge articles through Experience Cloud?

**Answer: B**

Explanation:

Asking whether support is provided on a periodic basis and renewed annually helps determine the need for Service Contracts in addition to Entitlements. Service Contracts are suitable for situations where support is tied to specific terms and conditions, such as annual support agreements, whereas Entitlements define the types of support a customer is entitled to.

### NEW QUESTION # 151

Cloud Kicks is thinking about implementing Swarming in Slack to allow multiple experts to collaborate on cases. What should they consider before implementation?

- A. Swarming can only be initiated from Slack.
- **B. Swarms can be closed from Slack or Salesforce.**
- C. Messages from a swarm can be shared to the case feed.

**Answer: B**

Explanation:

Swarming in Slack for Service Cloud allows experts to collaborate on complex cases within Slack channels that are linked to Salesforce records. Swarms can be initiated or closed from either Slack or Salesforce, maintaining synchronization between both platforms.

This feature enhances real-time collaboration while ensuring updates, closures, and outcomes are reflected in Service Cloud automatically.

Option A is incorrect-swarms can be initiated from either Slack or Salesforce.

Option B is partially correct but incomplete-messages are visible in the swarm context, but the defining functionality is the bi-directional closure capability.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Service Cloud Swarming Enhancements in Slack.

Service Cloud Consultant Exam Guide - Service Cloud Solution Design Domain.

Salesforce Help: "Collaborate with Swarming in Slack for Service Cloud".

### NEW QUESTION # 152

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