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Salesforce Certified Service Cloud Consultant Sample Questions (Q157-Q162):

NEW QUESTION # 157

Universal Containers (UC) recently expanded sales to Mexico and Canada. UC wants OmniChannel to route cases to agents who speak the customer's preferred language and have the right knowledge to solve the issue.

Which solution should a consultant recommend to meet the requirements?

- A. Configure Omni-Channel Queue-Based Routing.
- B. Configure Case Assignment rule and Omni-Channel Supervisor.
- C. Configure Omni-Channel Skills-based Routing.

Answer: C

Explanation:

To meet the requirement of routing cases based on language proficiency and knowledge area, Omni-Channel Skills-based Routing is the best solution. Skills-based routing allows cases to be directed to agents who possess the specific skills required to handle the case, such as language fluency and product expertise, ensuring efficient and effective case resolution.

NEW QUESTION # 158

Cloud Kicks' customers use a proprietary ecommerce site to order customized shoes. While the shoes are being made, customers want to check their order status frequently.

Which method should the consultant recommend to provide automated self-service on an ecommerce site?

- A. Configure a Visual Remote Assistant.
- B. Build a Screen Flow.
- C. Create an Einstein Bot.

Answer: C

Explanation:

To provide automated self-service on an ecommerce site for customers to check order status, creating an Einstein Bot is recommended. Einstein Bots can be integrated into websites and configured to provide real-time, automated responses to common customer inquiries, such as order status updates, enhancing the customer experience by providing instant access to information without human intervention.

NEW QUESTION # 159

What is a common deflection technique to reduce the number of interactions for a contact center?

- A. Recommend articles prior to a Chat session.
- B. Recommend articles during a call from a support agent.
- C. Suggest articles for an Email-to-Case question.

Answer: A

Explanation:

A common deflection technique to reduce contact center interactions is to recommend Knowledge articles to customers before they

initiate a Chat session. This proactive approach can resolve customer queries without the need for direct agent interaction, improving efficiency and customer satisfaction by providing immediate solutions.

NEW QUESTION # 160

The service center managers and IT team at Cloud Kicks have asked the consultant for a cost-benefit analysis after a new Service Cloud implementation.

What measurement will reflect cost savings after the implementation?

- A. KPIs for CSAT
- B. Reduced license count
- C. Reduced service rep backlog

Answer: C

Explanation:

Reduced service rep backlog directly reflects operational efficiency and cost savings following a Service Cloud implementation.

When automation, routing, and self-service capabilities reduce open case volume and agent handling time, the company can handle the same or greater workload with fewer resources—representing measurable cost savings.

Option A (CSAT) measures customer satisfaction, not cost efficiency.

Option B (license count) is a static expense metric and not a performance outcome of implementation.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.

Salesforce Help: "Measure ROI and Operational Cost Savings in Service Cloud." Salesforce Trailhead: "Measure Contact Center Efficiency with Backlog and Handle Time."

NEW QUESTION # 161

Cloud Kicks (CK) wants to increase the number of articles in its knowledge base while maintaining article quality. CK plans to allow all service agents to create articles.

What should the consultant recommend to create a vetting workflow to reduce the number of low-quality articles?

- A. Flow with notifications
- B. Reports and dashboards
- C. Approval process

Answer: C

Explanation:

To maintain article quality while increasing the number of Knowledge articles, implementing an approval process for article creation is recommended. This process allows for the vetting of articles by subject matter experts or managers before publication, ensuring that only high-quality content is made available in the knowledge base.

NEW QUESTION # 162

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