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## Salesforce Certified Service cloud consultant Sample Questions (Q206-Q211):

### NEW QUESTION # 206

Universal Containers (UC) is preparing to implement Service Cloud and wants to onboard its global support team. UC is gathering feedback from the support team about how they will use Service Cloud. Requirements gathering sessions have resulted in a large set of deliverables.

What should a consultant recommend as the next step?

- A. Prioritize the requirements based on the stakeholder who submitted them.
- B. Prioritize the requirements based on requests from the regions.
- C. Identify and prioritize the requirements for the minimum viable product.

**Answer: C**

Explanation:

Identifying and prioritizing the requirements for a minimum viable product (MVP) allows for a focused and phased approach to the Service Cloud implementation. This strategy ensures that the most critical functionalities are developed and deployed first, providing immediate value while allowing for iterative enhancements based on feedback and additional requirements.

#### **NEW QUESTION # 207**

Support engineers need to see a complete chronological list of field edits to a case, associated emails, case comments, and field edits to related objects in a single view while working on a case. How should this requirement be met?

- A. Create a custom view on the Case tab.
- B. Create a custom report.
- C. Create a custom related list on the case.
- **D. Create a custom Visualforce page.**

**Answer: D**

#### **NEW QUESTION # 208**

Cloud Kicks (CK) uses Lightning Knowledge and has set up Data Categories. CK uses Data Category Visibility to control access based on products and geographic location. The Service Cloud administrator plans to enable "Use standard Salesforce sharing" in Sharing Settings under Knowledge Setting.

Which consideration should the administrator be aware of when making this change?

- A. Data Category Visibility of AM Categories provides Public Read Only access.
- B. Data Category Visibility of Custom overrides Organization-Wide Sharing Default access.
- C. Data Categories no longer control access to articles.
- **D. Data Category Visibility of All Categories provides Public Read/Write access.**

**Answer: D**

#### **NEW QUESTION # 209**

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

**Answer: C**

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 # 210**

Universal Containers is implementing Service Cloud Voice with Amazon Connect. The administrator created a new sandbox for testing.

What should the administrator expect with regard to the new sandbox configurations?

- A. The AWS Account, contact centers, and voice call data are copied automatically when the sandbox is created.
- **B. A new AWS Account is automatically created, but the contact center and voice call data are not copied into the new sandbox.**

- C. The AWS Account and contact centers are copied automatically when the sandbox is created, but voice call data is not.

**Answer: B**

Explanation:

When a new sandbox is created in an org that uses Service Cloud Voice with Amazon Connect, the AWS account and contact center configuration are not copied from production to the sandbox. Each sandbox environment requires its own AWS account and separate Amazon Connect contact center setup.

This ensures data segregation and security between production and test environments. Voice call data, transcripts, and recordings also do not transfer automatically.

Option A is incorrect because Salesforce does not replicate AWS configurations when sandboxes are created.

Option C is incorrect because neither AWS configurations nor data are copied between environments.

Referenced Salesforce Materials:

- \* Service Cloud Consultant Exam Guide - Interaction Channels Domain.
- \* Salesforce Help: "Service Cloud Voice with Amazon Connect Sandbox Configuration."
- \* Salesforce Spring '24 Release Notes - Service Cloud Voice and Amazon Connect Integration Considerations.

## NEW QUESTION # 211

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Our product backend port system is powerful, so it can be implemented even when a lot of people browse our website can still let users quickly choose the most suitable for his Service-Cloud-Consultant learning materials, and quickly completed payment. It can be that the process is not delayed, so users can start their happy choice journey in time. Once the user finds the learning material that best suits them, only one click to add the Service-Cloud-Consultant learning material to their shopping cart, and then go to the payment page to complete the payment, our staff will quickly process user orders online.

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