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## Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q77-Q82):

### NEW QUESTION # 77

Cloud Kicks is planning a Service Cloud implementation to reduce the time spent and improve the quality of agent messaging sessions with customers. After discussions with leadership and the customer service team, the consultant determines that the biggest gains with the least amount of effort for configuring a standard Einstein for Service feature are from automating standard responses. Which feature meets this requirement most effectively?

- A. Einstein Case Wrap-Up
- B. Einstein Article Recommendations
- C. Einstein Reply Recommendations

**Answer: C**

Explanation:

Einstein Reply Recommendations use AI to suggest responses to agents during messaging sessions, automating standard replies and improving efficiency. This feature helps reduce the time spent by agents on crafting responses, thereby enhancing the quality of customer interactions with minimal configuration effort.

### NEW QUESTION # 78

Universal Health supports medical kits that have been distributed to thousands of hospitals. Hospitals can request future credit by providing kit usage information by patient. The regional processing teams review these requests and award coupons for approved cases. What should a consultant recommend to manage this process using Service Cloud?

- A. Design a custom object to track credit requests and route them regionally using assignment rules
- B. Enable the self-service portal to generate logins for the hospital staff by region.
- C. Use cases to track the credit requests and route them to regional teams using assignment rules
- D. Use Web-to-Lead to capture the credit requests and assign them to regional teams using workflow rules.

**Answer: C**

### NEW QUESTION # 79

A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system.

Which two metrics can be used to assess the success of the new workforce management system? Choose 2 answers

- A. Schedule adherence
- B. Quality monitoring score
- C. Number of calls offered
- D. Agent utilization

**Answer: A,D**

### NEW QUESTION # 80

DreamMouse Realty would like to provide a user-friendly way for clients to apply for a home loan through an Experience site. Many times, clients do not complete all of the information and a loan specialist needs to finish the submission.

How should the administrator configure Salesforce to meet the requirements?

- A. Add a custom Lightning component to the site and the Case Lightning record page.
- B. Create a screen-based flow accessible from the Experience site and internally.
- C. Use email to case for the client to submit the relevant information to the specialist.

- D. Post a web to case form on the site and assign the case to the specialist for completion.

**Answer: B**

Explanation:

Explanation

Creating a screen-based flow accessible from the Experience site and internally is a solution that can enable clients to apply for a home loan through an Experience site and allow a loan specialist to finish the submission if needed. A screen-based flow is a type of flow that allows administrators to create guided processes that collect user input through screens and perform actions based on the input. A screen-based flow can be embedded in an Experience site or an internal app and allow clients or loan specialists to fill out the information for the home loan application. Verified References: :

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### NEW QUESTION # 81

Universal Containers (UC) has deployed a call center using open CTI. Call center agents are organized into four groups reflecting UC's four different product lines. Each group's manager would like a report on their agents' daily call volume, including related case and contact information.

How should the consultant recommend the report be created?

- A. Set up a reporting snapshot of the case, contact and activity objects.
- B. Build a Summary report on Products and Activities.
- **C. Customize the My Teams Calls this week standard report.**
- D. Create a Custom Report type with activities as the primary object.

**Answer: C**

### NEW QUESTION # 82

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