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Salesforce Certified Service Cloud Consultant Sample Questions (Q134-Q139):

NEW QUESTION # 134

Universal Containers (UC) is launching several new features to improve productivity for contact center users. Which communication channel should UC use to announce new features to contact center users without interrupting their workflows?

- A. Internal Release Webinar
- B. Email
- C. In-App Guidance

Answer: C

Explanation:

In-App Guidance (part of Salesforce's myTrailhead and in-app learning capabilities) allows organizations to provide contextual, real-time notifications and feature walk-throughs directly within Salesforce. This method supports continuous enablement without disrupting agent workflows.

Option A (webinar) requires users to leave their work environment.

Option C (email) is asynchronous and often ignored, offering no guided experience.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Implementation Strategies Domain.

Salesforce Help: "Use In-App Guidance to Drive User Adoption."

Salesforce Spring '24 Release Notes - In-App Guidance Enhancements.

NEW QUESTION # 135

Universal Containers wants to add functionality to its Service Cloud implementation so customers are able to add digital files to case records.

Which functionality should a consultant recommend to meet these requirements?

- A. Email-to-Case
- B. Slack Connect
- C. Web-to-Case

Answer: C

Explanation:

To add functionality allowing customers to attach digital files to case records, Web-to-Case is recommended. This feature enables customers to submit cases through a web form, including the capability to attach files, facilitating the collection of additional information that can assist in case resolution.

NEW QUESTION # 136

Cloud Kicks (CK) has multiple product lines. CK is preparing to launch a public knowledge base for customers that will have 2,500 articles. The company wants an easy way for users to find relevant articles based on its product.

What is the recommended method to meet the requirement?

- A. Topics for objects
- B. Data Category groups
- C. Screen Flow

Answer: B

Explanation:

Using Data Category groups allows Cloud Kicks to organize their large volume of articles by product, making it easier for users to find relevant information. This method enhances the searchability and user experience of the public knowledge base by categorizing articles in a way that aligns with the company's product lines.

NEW QUESTION # 137

Universal Containers (UC) has created a new partner onboarding process that requires an agent to create 10 open activities that correlate to a step of the onboarding experience. UC typically adds 20 new partners a week. Creating activities is labor intensive and can take up to 20 minutes each to complete.

What is a cost-effective method for agents to create these activities?

- A. Leverage Einstein Case Wrap-Up.
- **B. Execute a macro**
- C. Navigate a Screen Flow.

Answer: B

Explanation:

To efficiently create multiple activities related to the new partner onboarding process, executing a macro is a cost-effective method. Macros automate repetitive tasks, allowing agents to quickly generate the required activities for each step of the onboarding process, saving time and reducing manual effort.

NEW QUESTION # 138

Universal Containers wants to help customers resolve issues by browsing Knowledge articles and submitting a case if they need more information.

What should the consultant recommend to meet the requirements?

- **A. Create a self-service help Center**
- B. Allow comments on Knowledge articles.
- C. Enable Chat in an Experience Cloud site.

Answer: A

Explanation:

To help customers resolve issues by browsing Knowledge articles and submitting a case if needed, creating a self-service help center is advised. This can be achieved using Experience Cloud, providing a centralized platform where customers can access Knowledge articles, FAQs, and submit cases directly, enhancing the self-service experience.

NEW QUESTION # 139

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