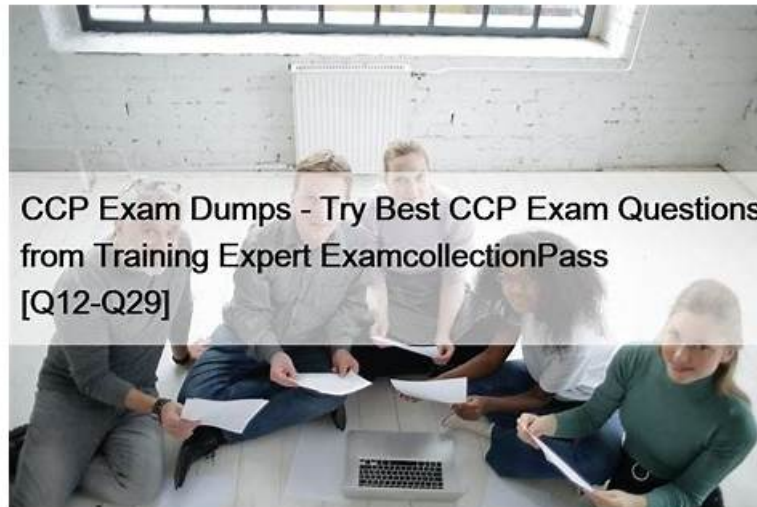


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Salesforce Certified Service Cloud Consultant Sample Questions (Q150-Q155):

NEW QUESTION # 150

Universal Containers (UC) is configuring a self-service page for customers to find Knowledge articles and create cases. UC has recently requested that an Einstein Bot be placed on the page, but wants to ensure that the bot only directs cases to live agents during normal business hours and observes holidays.

How should a consultant meet this requirement?

- **A. Configure the Einstein Bot with an Action that queries for the Default Business Hours and active Holiday records and**

directs the customer to a case form when agents are unavailable.

- B. Configure the Einstein Bot with a default message when customers log a case letting them know they should expect a delayed response outside of business hours, hours or on holidays.
- C. Configure the Einstein Bot to direct customers to an agent except for designated holidays and instruct Omni-Channel agents to sign off at the end of business

Answer: A

Explanation:

To meet the requirement of directing cases to live agents only during business hours and considering holidays, configuring the Einstein Bot with an action to check for Default Business Hours and active Holiday records is recommended. This ensures that customers are directed to submit a case form when live agent support is not available, maintaining service expectations.

NEW QUESTION # 151

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

Answer: A

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 # 152

A Service Cloud Consultant is configuring an "Order Inquiries" topic for an Agentforce Service Agent. The business requires that if a package is reported lost, the AI agent must immediately escalate the conversation to a service rep.

How should the consultant achieve this?

- A. Use skills-based routing to transfer the conversation to the appropriate service rep.
- B. Use the standard Employee Agent Escalation topic to handle all escalations.
- **C. Add an instruction to the AI agent stating that any utterance of lost packages should trigger the escalation.**

Answer: C

Explanation:

In Agentforce for Service, consultants can define custom instructions within a topic to control the AI agent's behavior dynamically. By adding a clear instruction in the "Order Inquiries" topic - for example, "If the customer mentions a lost or missing package, escalate the conversation to a live agent immediately" - the AI agent can automatically trigger an escalation action or handoff to a service rep.

This approach leverages topic-specific natural language understanding rather than external routing logic.

Option B is incorrect because the Employee Agent Escalation topic applies to internal employee assistance, not customer-facing AI interactions.

Option C (skills-based routing) controls assignment after escalation but doesn't trigger the escalation event itself.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Agentforce for Service: Escalation and Instruction Enhancements.
Service Cloud Consultant Exam Guide - Interaction Channels Domain.
Salesforce Help: "Configure Topic Instructions and Escalation Triggers for Agentforce Service Agent."

NEW QUESTION # 153

A Service Cloud Consultant is working with a telecommunications client. The client aims to improve first-contact resolution by 30% through implementing new case automation and Agentforce Service Agent. The client expects the changes to enhance customer satisfaction but is concerned about adoption and system complexity.
What should the consultant do first to help manage concerns and align expectations?

- A. Conduct a risk register focusing on technical challenges, user adoption barriers, and impact on existing workflows while engaging key stakeholders early.
- B. Develop a detailed Agentforce Service Agent configuration plan with automated case routing rules and escalation paths, then validate technical requirements with the IT team.
- C. Recommend postponing the project until all technical requirements are finalized, then create a comprehensive change management strategy for user adoption.

Answer: A

Explanation:

The Service Cloud Consultant Exam Guide - Implementation Strategies Domain emphasizes the importance of stakeholder alignment, risk assessment, and change readiness before technical design begins. Conducting a risk register and stakeholder engagement early helps identify and mitigate potential issues related to user adoption, workflow disruption, and technical complexity. By performing this assessment first, the consultant ensures that business goals such as improving first-contact resolution and customer satisfaction are realistically aligned with change management plans and adoption strategies. This proactive approach also supports iterative planning consistent with Salesforce's Agile and customer-centric implementation methodology.

Option A focuses on solution design too early, without addressing stakeholder concerns. Option C delays progress unnecessarily and contradicts Salesforce's iterative best practice of progressing with parallel risk and readiness assessments.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Implementation Strategies Domain (risk identification, stakeholder engagement, change readiness).

Salesforce Project Delivery Framework (Agile) - Planning phase guidance on stakeholder collaboration and early risk management.

Salesforce Help: "Manage Project Risk and Change in Salesforce Implementations".

NEW QUESTION # 154

Cloud Kicks is thinking about implementing Swarming in Slack to allow multiple experts to collaborate on cases.
What is a consideration of this approach?

- A. Swarms can only be created in new channels created for the issue.
- B. When users are added to the channel, they cannot see historical posts.
- C. Swarm channels default to public channels in Slack.

Answer: B

Explanation:

When using Service Cloud Swarming in Slack, one limitation is that new users added to a swarm channel cannot see historical messages that occurred before they joined. This behavior is based on Slack's privacy and data-access model.

Swarming creates a new Slack channel or thread per case, enabling collaboration across departments, but message visibility for late joiners remains restricted.

Option A is incorrect-swarm channels are private by default to protect case data.

Option C is partially true (new channels are created for issues), but it is not the key consideration Salesforce identifies for planning purposes.

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: "Considerations for Using Swarming with Slack."

NEW QUESTION # 155

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