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### Salesforce Certified Service cloud consultant Sample Questions (Q49-Q54):

#### NEW QUESTION # 49

The contact center at universal containers wants to increase its profit margins by promoting call deflection with service cloud. Which two solutions should a consultant recommend?

Choose 2 answers

- A. Knowledge base
- B. Automatic call distribution
- C. Customer community
- D. Service cloud console

**Answer: A,C**

Explanation:  
Explanation

A customer community is a branded online portal that allows customers to access self-service resources, such as knowledge articles, FAQs, forums, and case management. A knowledge base is a repository of information that can help customers find answers to their questions or issues. Both solutions can help promote call deflection by enabling customers to resolve their own problems without contacting the contact center. Verified References: Service Cloud Consultant Certification Guide & Tips, Experience Cloud Overview, Knowledge Overview

#### NEW QUESTION # 50

Universal Containers wants to ensure the contracted service level requirements for its clients are being met. What should be configured to meet this requirement?

- A. Entitlement processes, contracts, contract line items, and entitlements
- B. Entitlement processes, contract line items, milestones, and entitlements
- C. Entitlement processes, contracts, milestones, and milestone actions
- **D. Entitlement processes, milestones, milestone actions, and entitlements**

**Answer: D**

Explanation:

Explanation

Entitlement processes, milestones, milestone actions, and entitlements are features that can be configured to ensure the contracted service level requirements for its clients are being met. Entitlements define the levels of support that customers are eligible to receive based on their products, service contracts, or warranties.

Entitlement processes define the timeline and steps required to deliver support to customers. Milestones define the critical steps in the support process, such as first response time or resolution time, and track whether they are completed on time. Milestone actions define the automated actions that occur when a milestone is approaching, violated, or completed, such as sending email notifications, assigning cases to queues or users, or changing field values. Verified References: Service Cloud Consultant Certification Guide & Tips, Set Up and Manage Entitlements and Milestones

#### NEW QUESTION # 51

Universal Containers has created permission sets granting access to objects and fields in one of its sandboxes. Following best practices, how should a consultant deploy these permission sets to production?

- **A. Use a change set.**
- B. Use Salesforce Workbench.
- C. Re-create them manually.

**Answer: A**

Explanation:

Deploying permission sets from a sandbox to production following best practices involves using change sets.

Change sets allow administrators to push configuration changes, such as permission sets, from a sandbox environment to production in a controlled and secure manner. This method ensures that all configurations have been tested in a non-production environment before being implemented in production, reducing the risk of errors and maintaining system integrity.

#### NEW QUESTION # 52

A company has these requirements for dealing with Cases:

- Handled efficiently and by the right agents

- Distributing the load so that agents do NOT have to manually select the next Case to work Which two Omni-Channel features will assist in this routing and distribution? Choose 2 answers

- **A. Route to agents with the most capacity to take on new work.**
- B. Route to agents staffing the assigned overflow queues.
- **C. Route to agents with the least amount of active assigned work.**
- D. Route to agents with the most cases closed for that topic.

**Answer: A,C**

### NEW QUESTION # 53

Universal Support is implementing Service Cloud to replace its legacy ticketing system. The support team is geographically dispersed and consists of customer support users with varying levels of technical expertise.

They are introducing Case Management, Knowledge, and Omni-Channel routing. The Support Manager aims to ensure the rollout proceeds smoothly and that users adopt the new system quickly and efficiently.

How can the Support Manager meet these requirements?

- **A. Schedule instructor-led training sessions, include role-based scenarios, and implement a phased rollout starting with a pilot group.**
- B. Launch a full company-wide rollout with a short video tutorial and allow support reps to explore the system independently.
- C. Provide sandbox access to all support reps two weeks before launch and encourage peer-to-peer learning without formal training.

**Answer: A**

Explanation:

According to Salesforce Implementation Best Practices, for complex Service Cloud rollouts (including Case, Knowledge, and Omni-Channel), the optimal approach is to:

\* Conduct role-based, hands-on training focused on real-life scenarios.

\* Use a phased rollout strategy, starting with a pilot group to collect feedback and refine processes before full deployment.

This minimizes disruption, builds confidence, and supports adoption across varying skill levels.

Option B and C lack structure, training depth, and change management alignment.

Referenced Salesforce Materials:

\* Service Cloud Consultant Exam Guide - Implementation Strategies Domain.

\* Salesforce Help: "Plan User Enablement and Phased Rollouts."

\* Salesforce Project Delivery Framework - Adoption and Training Best Practices.

### NEW QUESTION # 54

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