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Salesforce Certified Service Cloud Consultant Sample Questions (Q184-Q189):

NEW QUESTION # 184
Universal Containers has recently implemented a new CTI system, Knowledge base, and Einstein Chatbots to interact with customers. The VP of support and services has asked for additional system improvements to facilitate customer self-service. What should the consultant recommend?

- A. Provide a toll-free customer support phone number.
- B. Have customers search the Knowledge base for solutions.
- C. Create an Experience Cloud site for customers.

Answer: C

Explanation:
An Experience Cloud site can serve as a self-service customer portal, providing access to a knowledge base, support resources, and community forums where customers can find answers, log cases, and interact with each other and the organization. This solution aligns with the goal of facilitating customer self-service and complements the existing CTI system, Knowledge base, and Einstein

Chatbots.

NEW QUESTION # 185

Which solution should a consultant design so the average number of days that Cases stay open can be easily reported?

- A. Create a formula field on the report to show Case Days Open.
- B. Create a formula field to calculate the days and use the field in the report.
- C. Use the standard Case Age field on the report.

Answer: B

Explanation:
To accurately calculate and report how long cases stay open, a custom formula field should be created on the Case object (for example, TODAY() - CreatedDate for open cases, and ClosedDate - CreatedDate for closed ones). This field can then be included in standard or custom reports.
Option A (Case Age field) only measures the duration for currently open cases and does not calculate for closed cases.
Option B (formula on the report) is not supported in Salesforce standard reporting capabilities.
Referenced Salesforce Materials:
Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.
Salesforce Help: "Create a Formula Field to Track Case Duration."
Salesforce Trailhead: "Build Reports on Case Duration and Age Metrics."

NEW QUESTION # 186

Universal Containers wants to implement several new Agentforce for Service capabilities. A Service Cloud Consultant must review the following business requirements to identify which one can be fulfilled by using a standard topic, rather than requiring a custom topic and actions.
Which use case could an out-of-the-box AI agent address with no changes to topics?

- A. Answering a question about insurance policy and enabling the customer to open a new support ticket if they have a new issue.
- B. Enabling a customer to check real-time stock levels for a specific container model across multiple distribution centers.
- C. Guiding a customer through the process of filing a warranty claim for a damaged shipping container and scheduling an on-site inspection.

Answer: A

Explanation:
Agentforce for Service includes standard topics out-of-the-box that cover core customer service interactions such as:
Account and Case Management (viewing or creating support tickets),
Knowledge-Based Question Answering, and
General Information Inquiry Topics.
Option C - Answering a question about insurance policy and enabling the customer to open a new support ticket - fits within these standard topics without requiring customization. The Service Agent can automatically retrieve policy information from Salesforce Knowledge and launch the standard "Open Case" topic for ticket creation.
Option A (warranty claims and inspection scheduling) and B (real-time stock level lookup) require custom topics and actions, as they depend on external integrations and unique business processes beyond standard Service Agent scope.
Referenced Salesforce Materials:
Salesforce Spring '24 Release Notes - Agentforce for Service: Standard Topics Overview.
Service Cloud Consultant Exam Guide - Interaction Channels Domain.
Salesforce Help: "Use Standard Topics in Agentforce for Common Customer Service Scenarios."

NEW QUESTION # 187

Cloud Kicks has hired a Service Cloud Consultant to build out its reports. The consultant has created a Case History report to track the history of standard and custom fields on cases and solutions where field histories are set up for tracking.
What should the consultant keep in mind when working on this report type?

- A. The Data Type and New Value fields are available for viewing only.

- B. The Old Value and New Value fields are available for viewing only.
- C. The User and New Value fields are available for viewing only.

Answer: B

Explanation:
In a Case History report, Salesforce tracks field changes for any fields that have field history tracking enabled. For each tracked field, the Old Value and New Value are recorded, providing an audit trail of how and when data changed. These two fields - Old Value and New Value - are available for viewing only and cannot be edited or updated.
This report helps service managers analyze how cases evolve over time and identify process bottlenecks or data integrity issues.
Option A is incorrect because "Data Type" is not a tracked field in history reports.
Option B is incorrect because the "User" field (who made the change) is editable in user management, not view-only within this report type.
Referenced Salesforce Materials:
Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.
Salesforce Help: "Case History Reports and Field History Tracking Behavior." Salesforce Trailhead: "Track Field History for Auditing and Reporting."

NEW QUESTION # 188
A global automotive company wants to enhance its service experience by integrating multiple sources of vehicle and customer data-including sensor data, service history, and financing details-into Salesforce. The goal is to gain a holistic view of customer interactions and vehicle health, trigger alerts based on real-time data, and route cases to the appropriate service channels.

- A. Use MuleSoft to sync data from external systems into standard Salesforce objects by using scheduled batch jobs.
- B. Use custom objects and external services to store incoming data, and configure Flow to manage alerts and routing logic.
- C. Use Data Cloud to unify real-time data from multiple sources and power alerts, calculated insights, and case routing in Service Cloud.

Answer: C

Explanation:
Salesforce Data Cloud provides real-time data unification capabilities that combine structured and streaming data (such as IoT sensor data, customer interactions, and financial information). Once unified, Data Cloud calculated insights can trigger real-time alerts, Einstein recommendations, and case routing actions in Service Cloud.
Option A lacks real-time unification and scalability.
Option C (MuleSoft batch jobs) synchronizes data but does not support continuous streaming or event-based insights.
Referenced Salesforce Materials:
Salesforce Spring '24 Release Notes - Data Cloud for Service Enhancements.
Service Cloud Consultant Exam Guide - Integration and Data Management Domain.
Salesforce Help: "Unify Real-Time IoT and Customer Data with Data Cloud."

NEW QUESTION # 189
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