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Salesforce Certified Service Cloud Consultant Sample Questions (Q44-Q49):

NEW QUESTION # 44

Universal Containers (UC) is considering replacing its traditional chatbot with Agentforce Service Agent to enhance customer engagement. Its current bot frequently struggles with understanding follow-up questions and maintaining context across a multi-turn conversation, leading to frustrated customers.

What core capability of Agentforce Service Agent directly addresses UC's challenge?

- A. Generative AI to understand human language and maintain context across entire conversations.
- B. A rigid, declarative dialog system that requires predefined conversation flows for every interaction.
- C. Trained natural language models (NLMs) to interpret the most recent user input.

Answer: A

Explanation:

Agentforce Service Agent, powered by Salesforce's Einstein generative AI, is designed to maintain multi-turn conversational context. It uses generative AI models to interpret the full conversation history, not just the latest user message, enabling natural and context-aware interactions.

This directly resolves UC's issue of the legacy bot losing context and failing on follow-up questions.

Option A describes older natural language models that interpret isolated inputs.

Option B refers to traditional rule-based bots that lack contextual understanding.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Agentforce Service Agent Enhancements (multi-turn conversation and generative context retention).

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Use Agentforce Service Agent for Context-Aware Conversations".

NEW QUESTION # 45

A large retail company wants to optimize its customer service operations by using AI to analyze conversation transcripts across all service channels. The goal is to extract common contact reasons, predict customer sentiment, and deliver personalized recommendations to service reps during live interactions.

Which solution should a Service Cloud Consultant use to meet these requirements?

- A. Use Einstein Article Recommendations to suggest knowledge articles based on historical case topics, and enable Chat Transcripts for service rep review.
- B. Use Data Cloud to unify transcript metadata, loyalty, and service data to generate calculated insights and sentiment-based recommendations for service reps and supervisors.
- C. Enable Omni-Channel and use Service Analytics dashboards to monitor volume and service rep activity across channels in real time.

Answer: B

Explanation:

Salesforce Data Cloud (Customer Data Platform) provides capabilities to unify structured and unstructured data sources such as chat and voice transcripts, loyalty programs, and service records. Through this unified data model, organizations can generate calculated insights, apply AI-driven sentiment analysis, and deliver personalized, predictive recommendations within Service Cloud and Agentforce experiences.

This use case aligns directly with Service Cloud + Data Cloud integration, as highlighted in the Spring '24 Release Notes, which introduced transcript unification and sentiment scoring for AI-powered service operations.

Option A focuses on static article recommendations, which do not analyze conversation data or sentiment.

Option C provides operational metrics via analytics dashboards but does not deliver AI-driven recommendations or sentiment analysis.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Data Cloud for Service Enhancements (transcript sentiment analysis and calculated insights).

Service Cloud Consultant Exam Guide - Contact Center Analytics Domain (analytics, AI, and real-time insight integration).

Salesforce Help: "Unify Conversation Data in Data Cloud for Real-Time Service Intelligence".

NEW QUESTION # 46

Universal Containers wants to set up the entitlements process to help its customer support reps adhere to its service-level agreements (SLAs).

To which object should the consultant add Milestones?

- A. Asset
- B. Case
- C. Account

Answer: B

Explanation:

In Salesforce Entitlement Management, Milestones represent specific time-based targets (for example, First Response or Resolution Time) that help support teams meet SLAs. Milestones are directly tied to Cases, as cases represent the individual service requests against which SLAs are tracked.

The Service Cloud Consultant Study Guide - Case Management Domain and Salesforce documentation specify that Milestones

must be added to the Case object through an entitlement process. This process evaluates entitlement criteria and automatically monitors milestone actions and timers as cases progress.

Asset and Account objects may be related through Entitlement records (for tracking warranty or contract coverage), but milestones are executed and tracked on Cases only.

The Entitlement Process defines the sequence and timing of milestones that apply to cases under a specific entitlement.

Referenced Salesforce Materials:

Salesforce Service Cloud Consultant Exam Guide - Case Management Domain (Milestones and entitlements are configured on the Case object).

Salesforce Help: "Set Up Entitlement Management" (Milestones are added to cases through an entitlement process).

Salesforce Winter '23 Release Notes - Service Cloud: Entitlement Management Enhancements (Describes improvements to milestone tracking and entitlement automation on Cases).

NEW QUESTION # 47

Cloud Kicks (CK) wants to adopt artificial intelligence (AI) for improving case closure key performance indicators (KPIs) and product support planning within its Service organization. CK has at least 1,000 closed cases from which it can predict accurate values for fields that are empty. CK has yet to implement any Einstein AI products.

Which approach should the consultant recommend to start. AI efforts at CK?

- A. Confirm there are enough closed cases and turn on Einstein Service AI Grounding with Cases.
- B. Review and address Case data issues and set up Einstein Article Recommendations.
- **C. Review and address Case data issues and set up Einstein Classification Apps.**

Answer: C

Explanation:

To start AI efforts for improving case closure KPIs and product support planning, reviewing and addressing case data quality issues is essential before setting up Einstein Classification Apps. This approach ensures the AI models are trained on clean, reliable data, enhancing the accuracy of predictions for empty fields and overall effectiveness of the AI implementation in the Service organization.

NEW QUESTION # 48

The support manager at Universal Containers wants to see monthly historical metrics for first-call resolution by call center.

Which analytics solution should the consultant recommend?

- A. Case report grouped by Call Center
- B. Case History report grouped by Call Center
- **C. Dynamic Dashboard grouped by Call Center**

Answer: C

Explanation:

A Dynamic Dashboard enables personalized data visualization for each viewer based on their Salesforce role or user specifics. For tracking first-call resolution by call center, a Dynamic Dashboard can be configured to display monthly historical metrics relevant to each call center. This approach allows the support manager to view data specific to each call center, ensuring the metrics are accurate and tailored to the manager's needs for analysis and decision-making.

NEW QUESTION # 49

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