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Salesforce Certified Service cloud consultant Sample Questions (Q151-Q156):

NEW QUESTION # 151

Universal Containers wants to notify Support Managers when a new case has been untouched for more than two business days. Which approach should a consultant implement?

- A. Use Flow Builder to create a flow with a scheduled path.
- B. Define case auto-response rules.
- C. Establish case assignment rules.
- **D. Configure case escalation rules.**

Answer: D

Explanation:

Explanation

Configuring case escalation rules is an approach that can notify support managers when a new case has been untouched for more than two business days. Case escalation rules are tools that allow administrators to define the conditions and actions for escalating cases to higher-level agents or managers. Case escalation rules can help ensure that cases are handled in a timely and efficient

manner. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.case_escalation_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.case_escalation_create.htm&type=5

NEW QUESTION # 152

What approach should a Consultant use to ensure that Knowledge searches only display articles for a service agent's product specialization?

- A. Create an article action for each record type; assign record types to service agents.
- B. Create a page layout for each record type; assign layouts to service agents.
- **C. Create a data category for each product; assign data categories to service agents.**
- D. Create a permission set for each record type; assign permissions to service agents.

Answer: C

Explanation:

Explanation

Creating a data category for each product and assigning data categories to service agents is the recommended approach to ensure that Knowledge searches only display articles for a service agent's product specialization.

Data categories are a way of classifying articles based on topics or criteria that make sense for your business.

Data categories can be used to control the visibility and searchability of articles for different users and communities. By creating a data category for each product, you can group articles by product line and make it easier for agents and customers to find relevant information. By assigning data categories to service agents, you can restrict their access and search results to only the articles that match their product specialization.

Verified References: Service Cloud Consultant Certification Guide & Tips, Data Categories Overview

NEW QUESTION # 153

UCs is implementing Salesforce Knowledge at its contact center. The contact center has a dedicated support team for each product that it supports. Contact center agents should only be able to view articles for the product they support.

What solution should a consultant recommend to meet this requirement?

- A. Assign team-based roles to the associated product data category value
- B. Assign team-based roles to the associated product article types
- C. Assign team-based profiles to the associated product article types
- **D. Assign team-based profiles to the associated product data category value**

Answer: D

Explanation:

Assigning team-based profiles to the associated product data category value is a solution that can meet the requirement of allowing contact center agents to only view articles for the product they support. Data category values are subcategories that can be used to further refine and filter knowledge articles by topic or type. Data category visibility can be set for each user profile or permission set to control which data category values are accessible for each user. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.knowledge_categories_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.knowledge_categories_assign.htm&type=5

NEW QUESTION # 154

The VP of Services at Universal Containers wants to reduce call center staffing. One of the initiatives is to deflect customer's interaction with a support agent while still providing relevant answers to the customer.

How can a consultant automate the use of suggested articles to accomplish this goal?

- A. Web-to-case question
- B. On-demand email to case
- C. While holding for a support agent
- **D. An email to case inquiry**

Answer: D

NEW QUESTION # 155

Cloud Kicks has implemented a review process for all new knowledge articles. Each article must be reviewed and approved by a subject matter expert before becoming available to users.

Which step is necessary to make articles visible in all the selected channels?

- A. The Approval Process will automatically Publish.
- B. Set the final approval action to "Lock the record for editing".
- **C. Agents must click Publish after the Approval Process.**
- D. Approve articles from the Knowledge approval page to Publish.

Answer: C

NEW QUESTION # 156

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