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## Salesforce Certified Service Cloud Consultant Sample Questions (Q232-Q237):

### NEW QUESTION # 232

Universal Containers wants to provide a more consistent service experience to its customers and is evaluating using macros. Which prerequisite should the consultant consider?

- A. All users have permission to create macros.
- **B. The Lightning page contains the Run Macros action.**
- C. Publisher actions are on the page layout.

**Answer: B**

Explanation:

When evaluating the use of macros to provide a consistent service experience, ensuring that the Lightning page layout includes the Run Macros action is a prerequisite. This enables agents to easily execute macros directly from the case record, streamlining repetitive tasks and enhancing service efficiency.

### NEW QUESTION # 233

The support manager at Universal Containers is getting inaccurate agent performance reports. After researching the data, the Salesforce admin has identified hundreds of cases that are closed but still owned by a queue. Which solution should a consultant recommend?

- A. Use Data Loader periodically to assign these cases to a default owner.
- B. Create a case assignment rule to ensure cases are owned by a user when closed.
- **C. Create a case validation rule to ensure cases are owned by a user when closed.**

**Answer: C**

Explanation:

To address the issue of closed cases still owned by a queue, implementing a case validation rule is the most effective solution. This rule can enforce that cases must be transferred to an individual user's ownership before they can be marked as closed. This ensures data accuracy in reports and helps in evaluating agent performance more reliably, as cases will correctly reflect their final ownership status.

### NEW QUESTION # 234

A Service Cloud Consultant is engaged to help Cloud Kicks (CK) streamline its customer service operations. CK has multiple departments with disconnected processes and limited documentation. The consultant is preparing for the project kickoff and wants to ensure the engagement begins successfully.

What should the consultant do first to ensure the success of the engagement?

- A. Begin building a prototype based on assumed best practices.
- **B. Schedule interviews with department leaders to gather current process details and pain points.**
- C. Review documentation after the solution design has been completed.

**Answer: B**

Explanation:

The first step in any Salesforce Service Cloud implementation is requirements gathering and stakeholder engagement. Scheduling interviews with department leaders ensures that the consultant understands the current processes, pain points, and departmental goals before solution design.

This aligns with Salesforce's Implementation Strategies best practices - to capture business requirements, validate them with stakeholders, and define measurable success criteria before configuration begins.

Option A occurs too late in the process, while Option B risks misalignment with actual business needs.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Implementation Strategies Domain.

Salesforce Project Delivery Framework - Discovery and Requirements Phase.

Salesforce Help: "Engage Stakeholders and Gather Business Requirements."

#### NEW QUESTION # 235

Cloud Kicks (CK) provides product support based on Service Contracts. A customer's Service Contract includes the same Service Level Agreement (SLA) for both Cases and Work Orders. CK would like an efficient method to manage the setup. What is the recommended configuration to meet the requirements?

- A. Create separate entitlement processes for the Case and Work Order.
- **B. Create a single entitlement process on both the Case and the Work Order.**
- C. Create a Flow to assign the entitlement process to the Work Order.

**Answer: B**

Explanation:

When both Cases and Work Orders share the same Service Level Agreement (SLA), Salesforce best practice is to create a single entitlement process and apply it to both objects. This ensures consistency, reduces maintenance, and simplifies SLA tracking. The entitlement process can be configured once and then linked via Entitlement Templates or automation for both record types. Option B (Flow) adds unnecessary complexity if both objects share identical milestones. Option C (separate processes) would create redundant configurations for the same SLA terms.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Case Management Domain.

Salesforce Help: "Use Entitlement Processes with Cases and Work Orders." Salesforce Field Service and Service Cloud Integration Guide - Shared Entitlements Best Practices.

#### NEW QUESTION # 236

A recent analysis of cases at Cloud Kicks (CK) revealed a high percentage of simple cases, such as password resets and order inquiries. CK wants to provide customer self-service via Enhanced Channels such as SMS, Facebook Messenger, and WhatsApp. CK has created a Service Agent to meet this requirement.

What should the Service Cloud Consultant recommend as a next step to connect this AI agent to the Enhanced Channels?

- A. Create an embedded service deployment.
- B. Create an auto-launched flow.
- **C. Create a new messaging channel.**

**Answer: C**

Explanation:

To make the Agentforce Service Agent available for customer-facing conversations over Enhanced Messaging Channels (SMS, WhatsApp, Facebook Messenger, etc.), the next step is to create a new messaging channel and assign the AI agent to it. This allows the agent to engage directly with customers through these digital platforms while maintaining context and automation.

Option A (embedded service deployment) is used for web chat or web messaging, not Enhanced Messaging.

Option B (auto-launched flow) could define logic but cannot connect the AI to the channel.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Agentforce Service Agent: Channel Connection Enhancements.

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Connect Agentforce Service Agent to Messaging Channels (WhatsApp, SMS, Facebook)."

#### NEW QUESTION # 237

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