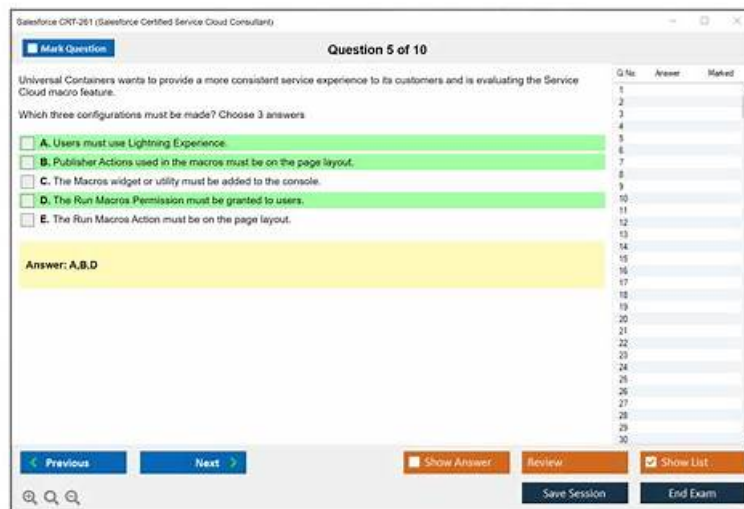


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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q33-Q38):

NEW QUESTION # 33

A service agent is in a messaging session with a customer. The customer abruptly stops responding after 30 minutes. What should the agent do next?

- A. End the messaging session with the customer.
- B. Leave the messaging session with the customer open.
- C. Mark the messaging session as customer Inactive.

Answer: A

Explanation:

In situations where a customer stops responding during a messaging session, it's practical for service agents to end the session after an appropriate wait time. This action helps in managing agent workload efficiently and ensures that resources are allocated to active engagements. Ending the session also allows for proper session management and reporting, contributing to accurate metrics on

customer interactions.

NEW QUESTION # 34

Universal Containers has activated Email-to-Case functionality to allow customers to correspond with support agents via email. Which options are available with Email-to-Case? (Choose 2)

- A. Follow-up emails related to a case will update the case comments
- B. Only one inbound email address can be used for Email-to-Case
- C. Assignment, escalation, and workflow rules are processed on inbound emails
- D. Follow-up emails and attachments related to a case are attached to the case

Answer: A,D

NEW QUESTION # 35

A Knowledge administrator has created an article for a promotion that starts at the beginning of the following month. How would the administrator ensure the article is available on the first of the month?

- A. Create a workflow rule to update the article status to Published on the article start date.
- B. Send an email reminder to update the article status to Published on the start date.
- C. Set the article publish date to automatically display the article on the start date.
- D. Create a task related to the article with a reminder set for the article start date.

Answer: C

NEW QUESTION # 36

For which purpose should a contact center use visual workflow?

- A. To assign follow-up tasks to an agent one week after a case is closed.
- B. To automate business processes for agents who troubleshoot customer support issues via phone.
- C. To automatically assign cases to a specific queue based on the customer support level.
- D. To escalate a case to the support manager if it has been open for more than 72 hours.

Answer: B

NEW QUESTION # 37

Universal Containers wants to be able to assign cases based on the same criteria they use for chat. Which feature should a consultant recommend?

- A. Case Skills-based Assignment Rules
- B. Omni-channel Skills-based routing
- C. Chat Queue-based routing
- D. Omni-channel Queue-based routing

Answer: D

NEW QUESTION # 38

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