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Salesforce Certified Service cloud consultant Sample Questions (Q170-Q175):

NEW QUESTION # 170

Cloud Kicks uses the Service Console and work items to route cases to available service reps. The service reps need a way to see work they have accepted and incoming items.

Which feature should the Service Cloud Consultant recommend?

- A. Personalized navigation menu
- B. Actions & Recommendations component
- C. Omni-Channel Utility widget

Answer: C

Explanation:

The Omni-Channel Utility widget (available in the Service Console footer) allows agents to manage incoming and accepted work items in real time. It displays:

- * Active and queued work,
- * Presence status,
- * Work capacity, and
- * Incoming routing notifications.

This feature is specifically designed for agents using Omni-Channel routing and ensures visibility into all work items without switching tabs.

Option A (Personalized navigation menu) provides quick access to console tabs but not work management.

Option B (Actions & Recommendations component) supports guided workflows and Einstein Next Best Action, not Omni-Channel work tracking.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Interaction Channels Domain.
- * Salesforce Help: "Use the Omni-Channel Utility to Manage Work."
- * Salesforce Trailhead: "Manage Work in Omni-Channel for Service Reps."

NEW QUESTION # 171

Universal Containers customers are encouraged to submit web cases when they find errors or omissions in product documentation. The information is captured on a case with the "Errata" record type. The Technical Writing Manager would like to send an email to the customer that includes details of the correction process.

What should a consultant recommend to meet this requirement?

- A. Create an assignment rule that sends an email to the case contact when a case with the "Errata" record type is created
- B. Create an Apex trigger that sends an email to the case contact when a case with the "Errata" record type is created
- C. Create a workflow rule and email alert action that sends an email to the case contact when a case with the "Errata" record type is created
- D. Create an auto-response rule that sends an email to the case contact when a case with the "Errata" record type is created

Answer: C

NEW QUESTION # 172

Cloud Kicks (CK) uses Lightning Experience and Lightning Knowledge in its service center. CK wants an easy way for service agents to create new articles when closing a case. The new article should include appropriate details from the case to make it useful for others.

What is the recommended method to meet the requirements?

- A. Develop a globally-shared macro to create a new article.
- **B. Create a Quick Action to map case fields to a new article**
- C. Use a trigger to automatically create a new article.

Answer: B

Explanation:

To facilitate easy creation of new articles by service agents when closing a case, a Quick Action can be configured to map relevant case fields directly to a new Knowledge article. This streamlines the process of capturing case resolutions as reusable knowledge, making it easily accessible for other agents and enhancing the overall efficiency of the service center.

NEW QUESTION # 173

Universal Containers has implemented a call-based response system. The call wait time has become too long and customer service is being affected. Management would like to find a way for their agents to handle more customer transactions per day.

Which two features should a Consultant recommend?

Choose 2 answers

- A. Facebook Messaging
- B. Escalation Rules
- **C. Case Auto-Response**
- **D. Chat**

Answer: C,D

Explanation:

These are two features that a consultant should recommend to help reduce the call wait time and improve customer service. Chat is a feature that allows customers to interact with agents in real time through a web-based chat window. Chat can help reduce the call volume and provide faster and more personalized service. Case Auto-Response is a feature that allows administrators to set up automatic email responses to customers who submit cases via email or web. Case Auto-Response can help acknowledge the receipt of the case, provide a case number, and set expectations for the resolution time. Verified References :

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

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

NEW QUESTION # 174

Open CTI allows Advanced Administrators and Developers to embed call controls in an HTML area that can be placed within Salesforce to control the telephony system What are the two common places to embed these call controls?

Choose 2 answers

- **A. On the left sidebar of Salesforce Classic**
- B. On a new tab in the agent's browser
- **C. On the footer of the Lightning Console**
- D. On the Highlights Panel of a Primary tab

Answer: A,C

NEW QUESTION # 175

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