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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q39-Q44):

NEW QUESTION # 39

Which Salesforce resource can be attached to a customer email using standard Case Management capabilities?

- A. Upcoming Milestones for the Case's Entitlement
- B. Internal Chatter posts about the Case
- C. Knowledge articles suggested by Einstein

Answer: C

Explanation:

Salesforce enables the attachment of Knowledge articles suggested by Einstein to customer emails as part of standard Case Management capabilities. This feature leverages Einstein's AI to suggest relevant articles based on case context, allowing agents to provide helpful information and resources directly to customers, enhancing support quality and efficiency.

NEW QUESTION # 40

Universal Container's agent's need to be more productive when cases. Agent want to send email to customers prior to violating an SLA based on three different SLA levels using macros.

What two solutions can a consultant suggest to meet the agent's requirements?

Choose 2 answers

- A. Add conditional logic to the instructions
- B. Add a formula block to the macro
- C. Add multiple ELSE IF blocks after the IF block
- D. Create a formula to build the macro logic around

Answer: B,D

NEW QUESTION # 41

Which method can be used to route social media inquiries with Salesforce using Salesforce for Twitter and Facebook?

- A. Use Twitter-to-Case and add workflow rules to the case object
- B. Use the routing queues provided with Salesforce for Twitter and Facebook
- C. Enable social profile and add workflow rules to the contact object
- D. Enable social profile and add assignment rules to the case object

Answer: D

NEW QUESTION # 42

Cloud Kicks wants to optimize its development methodology. Team members want to visualize the workflow to ensure te everyone is aligned. In addition, the team limits the amount of work in a given state on capacity and bandwidth.

Which methodoogy should a consultant recommend?

- A. Scrum
- B. Extremen Programming
- C. Lean Development
- D. Kanban

Answer: D

Explanation:

Kanban is the recommended methodology to meet the requirements, because it allows CK to optimize its development process by visualizing the workflow, limiting the work in progress, and improving efficiency and quality. Kanban is a method that uses a board with columns and cards to represent the stages and tasks of a project, and helps teams monitor and manage their work flow.

Kanban also encourages teams to limit the amount of work in each stage based on their capacity and bandwidth, and to focus on delivering value to customers. Verified References: : Kanban Methodology

NEW QUESTION # 43

Universal Containers has an active presence on Twitter and Facebook. Customers' requests from these social media channels should be responded to by support agents.

What should a consultant recommend to meet this requirement?

- A. Einstein Bot social queues.
- B. Social Customer Service for Twitter and Facebook.
- C. Social Media Marketing message tagging.
- D. Social Persona for Twitter and Facebook.

Answer: D

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