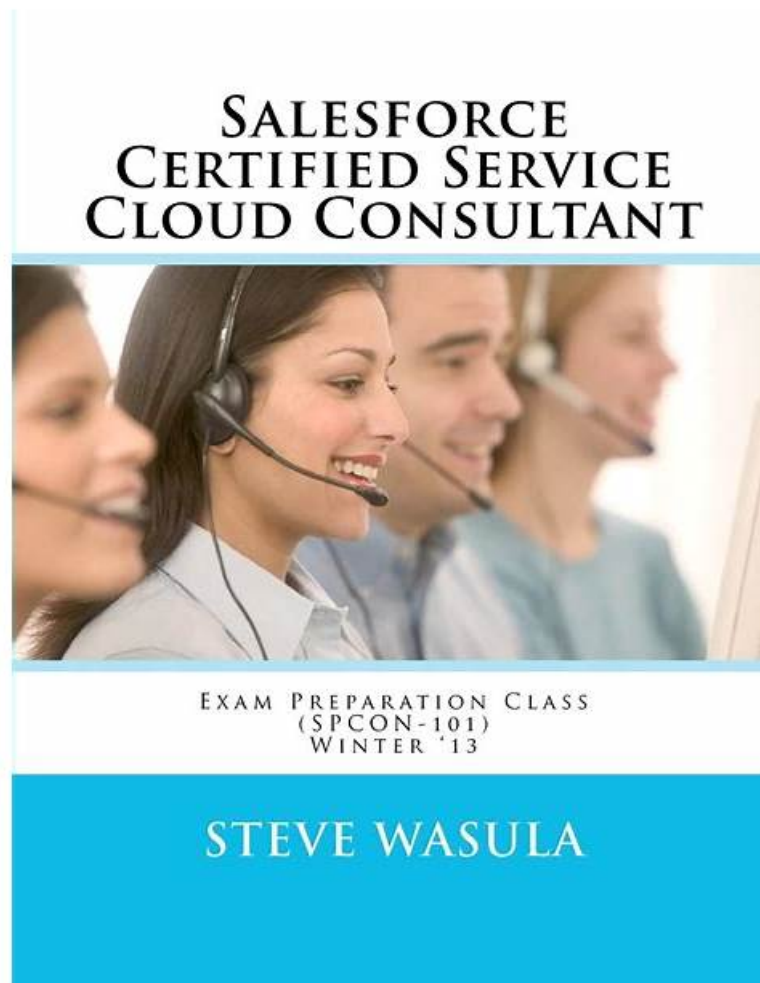


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Salesforce Certified Service cloud consultant Sample Questions (Q148-Q153):

NEW QUESTION # 148

A consultant has been hired to integrate a client's phone system with Salesforce. What should the consultant consider using for this integration?

- A. Lightning Dialer
- B. Service Cloud Softphone Layout
- **C. Service Cloud Call Center**

Answer: C

Explanation:

When integrating a client's phone system with Salesforce, using the Service Cloud Call Center (also known as Salesforce Call Center) is recommended. This feature facilitates the integration of telephony systems with Salesforce, enabling agents to manage calls directly within the Service Cloud interface, enhancing efficiency and providing a unified customer service experience.

NEW QUESTION # 149

Which feature should a Consultant recommend to allow a Tier 2 Service Representative to take over case processing from Tier 1 and know how far Tier 1 had progressed in troubleshooting?

- A. Service Console Macros
- **B. Lightning Guided Engagement**
- C. Lightning Flow Component
- D. Path for Cases

Answer: B

NEW QUESTION # 150

Universal Containers wants Service Console users to be able to view and update product usage data that is stored in an external system.

Which two features should a consultant recommend to provide this functionality?

Choose 2 answers

- **A. External Objects**
- B. Middle-tier integration
- C. Custom Objects
- **D. Salesforce Connect**

Answer: A,D

Explanation:

Salesforce Connect and External Objects are two features that can provide Service Console users with the ability to view and update product usage data that is stored in an external system. Salesforce Connect allows users to access data from external sources in real time without copying or syncing the data. External Objects are custom objects that map to data stored outside Salesforce.

Verified References: :

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

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

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

NEW QUESTION # 151

Which feature should a Consultant recommend to allow a Tier 2 Service Representative to take over case processing from Tier 1 and know how far Tier 1 had progressed in troubleshooting?

- A. Service Console Macros
- **B. Lightning Guided Engagement**
- C. Lightning Flow Component
- D. Path for Cases

Answer: B

NEW QUESTION # 152

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

Answer: C

Explanation:

Creating a Quick Action to map case fields to a new article is the recommended method for enabling service agents at Cloud Kicks (CK) to easily create new articles when closing a case. This Quick Action can be configured to pre-populate the new article form with relevant details from the case, ensuring consistency and saving time by reducing manual data entry. This approach streamlines the process of capturing case resolutions and insights into the knowledge base, making valuable information readily available for future reference by agents and customers alike, thereby enhancing the overall efficiency and effectiveness of the service center.

NEW QUESTION # 153

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