

# High Pass Rate Service-Cloud-Consultant Study Tool Helps You Pass the Salesforce Certified Service cloud consultant Exam

HOW TO STUDY  
FOR YOUR  
SERVICE CLOUD  
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The Salesforce Service-Cloud-Consultant Exam covers a wide range of topics related to Salesforce Service Cloud, including case management, knowledge management, service console customization, data management, and integration with other systems. It also tests candidates on their ability to design and implement solutions that meet the unique needs of their clients or organizations.

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Salesforce Service-Cloud-Consultant certification exam is designed to test a candidate's knowledge and skills in various areas such as Service Cloud Solution Design, Service Cloud Implementation, Integration and Data Management, Service Cloud Analytics and Reporting, Service Cloud Maintenance, and more. Salesforce Certified Service cloud consultant certification exam requires a thorough understanding of the Salesforce platform and its various features and functionalities, as well as best practices for implementing and managing Service Cloud solutions.

Salesforce Service-Cloud-Consultant Exam is a multiple-choice exam that consists of 60 questions. Candidates have 105 minutes to complete the exam and must score a minimum of 68% to pass. Service-Cloud-Consultant exam covers a range of topics such as designing and implementing Service Cloud solutions, managing cases and solutions, and configuring Salesforce Knowledge.

## Salesforce Certified Service cloud consultant Sample Questions (Q106-Q111):

### NEW QUESTION # 106

What solution should a consultant recommend while designing a plan to decrease a company's cost per call?

(Choose 2)

- A. Use suggested Knowledge articles
- B. Increase the Call-to-Order ratio
- C. Use integrated voice response
- D. Bypass entitlement verification

**Answer: A,C**

#### **NEW QUESTION # 107**

Cloud kicks needs a way for external customers to easily create cases. Customers will need to attach files that can often be 40 MB in size.

- A. Contact Request Flow
- B. On-Demand Email-to-Case
- C. Web-to-Case
- D. Experience Cloud Create Case Form

**Answer: D**

Explanation:

Experience Cloud Create Case Form is the recommended feature to meet the requirement, because it allows external customers to easily create cases and attach files up to 2 GB in size. Experience Cloud Create Case Form is a standard component that can be added to any Experience Cloud site or page, and can be customized to include fields, labels, and buttons. Verified References: : Create Case Form Component

#### **NEW QUESTION # 108**

Universal Containers wants to implement a customer service community.

The goal of the community is to enable community members to access, create, and manage cases online. How should the consultant implement these requirements?

- A. Update the case assignment rule to add the community member to the predefined case team.
- B. Set up a sharing set to grant access based on the community member's contact record.
- C. Change the org-wide default for cases and contacts internal access to private.
- D. Create a sharing rule to share the contact record with the community member.

**Answer: B**

Explanation:

Setting up a sharing set to grant access based on the community member's contact record is a solution that can implement the requirement of enabling community members to access, create, and manage cases online. A sharing set is a feature that allows administrators to grant access to records for community users based on their user profile and a common field on the user and parent records, such as the contact or account fields. A sharing set can help ensure that community members can only see and edit their own cases or cases related to their contact or account. Verified References: :

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#### **NEW QUESTION # 109**

Universal Containers wants to import articles from a previous database into their new Salesforce Knowledge Implementation. Many of their "How To" articles have images that must be migrated.

Which statement is true about migrating images into Salesforce Knowledge?

- A. Include images in an .html file using the image tag and src attribute
- B. Upload the images into Salesforce prior to importing the articles
- C. Convert all images to .jpeg, as this is the only supported file type
- D. Ensure that each image does NOT exceed the maximum of 25 MB

**Answer: A**

## NEW QUESTION # 110

How should a consultant configure a report that shows the average number of days that Cases stay open?

- A. Create a report snapshot of the number of open Cases each day.
- B. Use the standard Case age field on the resort.
- C. Create a formula field on Case to calculate the average age.

**Answer: C**

Explanation:

To report the average number of days that Cases stay open, creating a formula field on the Case object to calculate the age of each case is effective. This formula can calculate the difference between the case creation date and the current date (for open cases) or the closed date (for closed cases). A report can then aggregate this data to calculate the average age of cases, providing insights into case resolution times.

## NEW QUESTION # 111

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