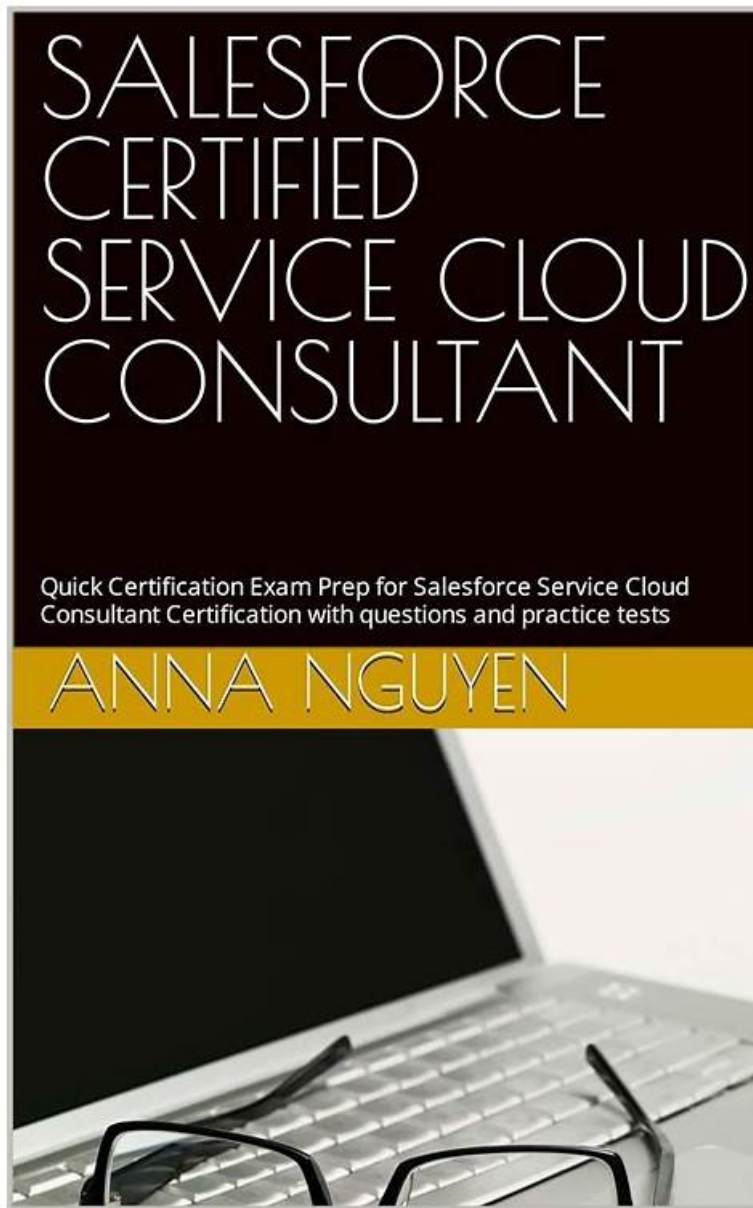


Actual Salesforce Service-Cloud-Consultant Exam Question For Quick Success



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The Service-Cloud-Consultant study guide in order to allow the user to form a complete system of knowledge structure, the qualification Service-Cloud-Consultant examination of test interpretation and supporting course practice organic reasonable arrangement together, the Service-Cloud-Consultant simulating materials let the user after learning the section of the new curriculum can through the way to solve the problem to consolidate, and each section between cohesion and is closely linked, for users who use the Service-Cloud-Consultant Exam Prep to build a knowledge of logical framework to create a good condition.

Earning the Salesforce Service-Cloud-Consultant certification demonstrates that a professional has the expertise and knowledge required to design and implement Salesforce service cloud solutions that meet customer requirements. Salesforce Certified Service cloud consultant certification is ideal for professionals who are looking to advance their careers in the Salesforce ecosystem and want to specialize in service cloud solutions. Additionally, it is a valuable asset for organizations that want to ensure that their Salesforce service cloud implementations are designed and implemented by certified professionals who have the expertise required to deliver successful projects.

The Salesforce Service-Cloud-Consultant exam covers a range of topics including designing and implementing Service Cloud solutions, managing cases and knowledge, building and maintaining a Salesforce Community, and integrating with external systems. Service-Cloud-Consultant Exam consists of 60 multiple-choice questions, and you will have 105 minutes to complete it. To pass the exam, you must score at least 67%. Salesforce Certified Service cloud consultant certification is valid for two years, after which you will need to retake the exam or complete a maintenance module to maintain your certification. With this certification, you can demonstrate your expertise in Service Cloud and advance your career as a Salesforce professional.

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Salesforce Service Cloud Consultant Certification is one of the most renowned credentials designed for professionals who have expertise in implementing Salesforce Service Cloud solutions. It is a highly valued certification that enables individuals to demonstrate their knowledge and skills in implementing Salesforce Service Cloud solutions. Salesforce Certified Service cloud consultant certification is ideal for individuals who work as a Service Cloud consultant, analyst or administrator.

Salesforce Certified Service cloud consultant Sample Questions (Q285-Q290):

NEW QUESTION # 285

Cloud Kicks has recently implemented two-way mobile messaging to increase the efficiency of the support team. The company uses key performance indicators (KPIs) to measure the success of the implementation.

Which metric should a consultant use to measure the effectiveness of two-way mobile messaging?

- A. Reduced Call Volume
- B. Total Open Cases
- **C. Average Handle Time**

Answer: C

Explanation:

To measure the effectiveness of two-way mobile messaging implemented by Cloud Kicks, focusing on the Average Handle Time (AHT) is appropriate. AHT is a key performance indicator that measures the average duration taken to resolve customer issues from the moment a customer interaction begins. In the context of two-way mobile messaging, a reduction in AHT would indicate that the support team is able to resolve issues more efficiently through this channel. This metric directly reflects the impact of mobile messaging on operational efficiency, highlighting its effectiveness in streamlining communication, speeding up resolution times, and ultimately improving the overall customer service experience.

NEW QUESTION # 286

Universal Containers provides Customer Support for two separate business operations. The cases managed for each operation have different steps and fields.

Which three features could be implemented to support this? Choose 3 answers

- **A. Record Types**
- B. Article Types
- **C. Support Processes**
- **D. Omni-Channel**
- E. Page Layouts

Answer: A,C,D

NEW QUESTION # 287

A company frequently has issues with customers that need complex, hands-on technical support with high-priority issues in difficult-to-visit locales.

What should be recommended for reliable, real-time support to customers with these restrictions?

- A. Field Service Lightning
- B. Customer Community
- C. Salesforce Knowledge
- **D. SOS Video Chat**

Answer: D

NEW QUESTION # 288

Universal Containers wants to implement Omni Channel within Service Cloud for its representatives. What is the first step required to configure Omni Channel?

- A. Contact Salesforce to have Omni Channel enabled.
- **B. Enable Omni Channel in Setup.**
- C. Assign Users to the Omni Channel Feature License.
- D. Assign Users to Omni Channel permissions.

Answer: B

NEW QUESTION # 289

A global automotive company wants to enhance its service experience by integrating multiple sources of vehicle and customer data-including sensor data, service history, and financing details-into Salesforce. The goal is to gain a holistic view of customer interactions and vehicle health, trigger alerts based on real-time data, and route cases to the appropriate service channels.

- A. Use MuleSoft to sync data from external systems into standard Salesforce objects by using scheduled batch jobs.
- B. Use custom objects and external services to store incoming data, and configure Flow to manage alerts and routing logic.
- **C. Use Data Cloud to unify real-time data from multiple sources and power alerts, calculated insights, and case routing in Service Cloud.**

Answer: C

Explanation:

Salesforce Data Cloud provides real-time data unification capabilities that combine structured and streaming data (such as IoT sensor data, customer interactions, and financial information). Once unified, Data Cloud calculated insights can trigger real-time alerts, Einstein recommendations, and case routing actions in Service Cloud.

Option A lacks real-time unification and scalability.

Option C (MuleSoft batch jobs) synchronizes data but does not support continuous streaming or event-based insights.

Referenced Salesforce Materials:

* Salesforce Spring '24 Release Notes - Data Cloud for Service Enhancements.



* Service Cloud Consultant Exam Guide - Integration and Data Management Domain.

* Salesforce Help: "Unify Real-Time IoT and Customer Data with Data Cloud."

NEW QUESTION # 290

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