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The importance of cracking the Professional Salesforce Service-Cloud-Consultant Certification test is increasing, and almost everyone is taking it to validate their skills. Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) has tried its best to make this learning material the best and most user-friendly, so the candidates don't face excessive issues. The applicants can easily prepare from our real Salesforce Certified Service cloud consultant Exam QUESTIONS and clear test within a few days.

Salesforce Service-Cloud-Consultant Exam is a critical certification for professionals who are interested in pursuing a career in customer service and support using Salesforce technology. Service-Cloud-Consultant exam is designed to test the candidate's knowledge and skills in implementing and managing customer service solutions using Salesforce Service Cloud. To pass the exam, candidates should have a thorough understanding of Salesforce Service Cloud features and functionality, as well as experience in implementing and configuring Service Cloud solutions.

Salesforce Service Cloud Consultant certification is a highly sought-after credential that validates an individual's expertise in implementing and designing solutions using the Salesforce Service Cloud. Salesforce Certified Service cloud consultant certification is ideal for professionals who work in sales, customer service, or support roles and want to demonstrate their proficiency in the Salesforce Service Cloud.

To prepare for the exam, Salesforce offers a Service Cloud Consultant certification study guide, which covers all the topics covered in the exam. You can also take training courses through Salesforce University or attend workshops and webinars provided by

Salesforce partners. Additionally, you can take practice exams to test your knowledge and identify areas where you need to focus your study efforts.

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Salesforce Certified Service cloud consultant Sample Questions (Q138-Q143):

NEW QUESTION # 138

the support manager at universal containers wants to see monthly historical metrics for first call resolution by call center and agent. Which reporting should consultant recommend

- **A. Reporting Snapshots by call center**
- B. Case report grouped by call center
- C. Report Subscriptions by call center
- D. DynamicDahsbaord by Call Center

Answer: A

NEW QUESTION # 139

Universal Containers (UC) is planning a Service Cloud implementation involving complex integrations with external systems. Which project management methodology should the consultant recommend?

- **A. Agile**
- B. Six Sigma
- C. Waterfall

Answer: A

Explanation:

For complex, integration-heavy Service Cloud programs, Salesforce best practice is to deliver iteratively with short, inspect-and-adapt cycles so that integration touchpoints can be validated early, risks reduced, and scope refined as the team learns. This aligns to Agile methodologies (such as Scrum or Kanban) rather than linear, big-bang delivery.

The Service Cloud Consultant Study Guide under Implementation Strategies emphasizes planning for incremental releases, continuous stakeholder feedback, and frequent validation across systems-key characteristics of Agile delivery. This approach ensures early visibility into integration challenges and allows for adjustments throughout the project lifecycle.

In contrast, Waterfall follows a sequential design process with late-stage testing, which introduces higher risk for complex, multi-system implementations. Six Sigma is a process improvement framework focused on reducing defects, not a delivery methodology suitable for Salesforce implementations.

Referenced Salesforce Materials:

* Salesforce Service Cloud Consultant Exam Guide - Domain: Implementation Strategies (focuses on iterative implementation, phased deployment, and managing complexity).

* Trailhead Modules: Agile Basics, Salesforce Project Delivery Best Practices (emphasizes iterative releases, stakeholder collaboration, and adaptability).

NEW QUESTION # 140

The Vice President (VP) of Customer Support for Universal Containers has issued a mission statement that

"We will empower our customers to interact with us in the way of their choosing." Universal Containers has recently deployed a new toll-free interactive voice response (IVR) system and knowledgebase. The VP has asked the management team to make additional system enhancements to fulfill this mission statement. Which three should the consultant recommend to achieve the mission statement? Choose 3 answers

- A. Replace the existing "Chat Now" button on the Customer Community with a toll- free phone number.
- B. Enforce that customers must search the knowledgebase before they can see the Contact Us page.
- C. Create a central "Contact Us" page which provides access to all available channels.
- D. Optimize the customer community for mobile devices to have access to the same support as desktops.
- E. Enable customers to be emailed FAQs by accessing the interactive voice response 24 hours per day.

Answer: C,D,E

Explanation:

Explanation

These three solutions will help achieve the mission statement of empowering customers to interact with Universal Containers in the way of their choosing. Creating a central "Contact Us" page will provide customers with a clear and easy way to find all the available channels of support, such as phone, email, web, chat, etc. Optimizing the customer community for mobile devices will ensure that customers can access the same support features on their smartphones or tablets as they can on their desktops. Enabling customers to be emailed FAQs by accessing the interactive voice response 24 hours per day will allow customers to get self-service support even when the call center is closed. Verified References: Create a Contact Us Page, [Optimize Your Community for Mobile Devices], [Send Email from Interactive Voice Response]

NEW QUESTION # 141

Which of the following measures customer portal adoption/effectiveness among CUSTOMERS (Choose 2)?

- A. # of cases via email
- B. Most popular articles
- C. # of articles per agent
- D. Total cases created

Answer: B,D

NEW QUESTION # 142

Universal containers is migrating from classic knowledge to lightning knowledge using the lightning knowledge migration tool and noticed that none of the article file attachments were migrated.

How can a consultant migrate the file attachments?

- A. Post the files to the chatter feed on each article.
- B. Use the lightning knowledge migration tool and choose "include files".
- C. Use the files related list on each article to add files to your articles.
- D. Upload the files as documents, then relate them to the migrated articles.

Answer: C

NEW QUESTION # 143

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