

Latest Service-Cloud-Consultant Dumps Free - Latest Service-Cloud-Consultant Exam Format

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Exam : **Service Cloud Consultant**

Title : **Salesforce Certified Service cloud consultant**

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As we all know, it is a must for all of the candidates to pass the exam if they want to get the related Service-Cloud-Consultant certification which serves as the best evidence for them to show their knowledge and skills. If you want to simplify the preparation process, here comes a piece of good news for you. We will bring you integrated Service-Cloud-Consultant Exam Materials to the demanding of the ever-renewing exam, which will be of great significance for you to keep pace with the times.

Salesforce Service-Cloud-Consultant certification exam covers a wide range of topics related to Salesforce Service Cloud, including designing and implementing contact centers, case management, knowledge management, and service analytics. Service-Cloud-Consultant exam also covers topics such as integration with other systems, security, and data management. Passing the Salesforce Service-Cloud-Consultant Certification Exam demonstrates that an individual has the skills and knowledge necessary to design and implement customer service solutions in Salesforce. It is a valuable credential for professionals who work in customer service, contact center operations, or Salesforce consulting.

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Salesforce Service-Cloud-Consultant certification exam is a valuable credential that provides professionals with the opportunity to demonstrate their knowledge and skills in implementing and managing Salesforce Service Cloud solutions. By passing Service-Cloud-Consultant Exam, candidates can enhance their career prospects and demonstrate their commitment to excellence in the service and support domain.

Salesforce Certified Service cloud consultant Sample Questions (Q128-Q133):

NEW QUESTION # 128

Universal Containers wants to display a history of all of today's changes to a case in the order that occurred on a single page view. This requirement includes comments, emails, and edit to case fields. What tool should a consultant recommend to implement this requirement?

- A. Process Builder
- B. Visualforce custom page
- C. Salesforce Console for Service
- D. Auto launch flow

Answer: C

Explanation:

Salesforce Console for Service is a tool that can implement the requirement of displaying a history of all of today's changes to a case in the order that occurred on a single page view. Salesforce Console for Service is a workspace that allows agents to manage multiple cases and interactions on a single screen. It includes a feed-based layout that shows a history of all the changes to a case, such as comments, emails, and edits to case fields, in chronological order. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.console2_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.console2_feed_based_layouts.htm&type=5

NEW QUESTION # 129

Which two advantages does Salesforce provide with the OpenCTI framework? Choose 2 answers

- A. Agents can use telephony on a wide range of browsers and operating systems while only developing once.
- B. Developers can integrate with any telephony platform available with little to no need for customization.
- C. Developers can embed API calls and processes on web pages to automate call handling processes.
- D. Agents can run their SoftPhone at the operating system level, embedded in the task bar or system tray.

Answer: A,C

NEW QUESTION # 130

Universal Containers is implementing a CTI solution for its inbound service and support contact center.

Currently, the company handles only existing customers with support issues. The contact center manager has been tasked with improving sales for the premier support offering. What key metrics can be expected to improve following the CTI implementation? (Choose 2)

- A. Average days to close
- B. Average handle time
- C. Abandon rate
- D. First call resolution

Answer: C,D

NEW QUESTION # 131

The contact center supervisors at Cloud Kicks recently implemented Omni-Channel and would like to monitor key metrics such as

handle time, speed to answer, and active time. How can the Service Cloud Consultant achieve this requirement?

- A. Create a custom report type for Case Milestones.
- B. Create a Case Lifecycle report.
- **C. Install the prebuilt reports from the Service Setup Assistant.**

Answer: C

Explanation:

After Omni-Channel is set up, the Service Setup Assistant includes prebuilt reports and dashboards that track key performance metrics such as Average Handle Time, Speed to Answer, and Active Time across channels. Installing and customizing these reports provides immediate visibility without requiring manual configuration.

Option B (Case Milestones) relates to SLA tracking, not real-time Omni performance.

Option C (Case Lifecycle) tracks case status changes, not Omni-specific agent performance metrics.

Referenced Salesforce Materials:

* Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.

* Salesforce Help: "Monitor Omni-Channel Metrics Using Prebuilt Reports."

* Salesforce Spring '24 Release Notes - Omni-Channel Analytics Enhancements.

NEW QUESTION # 132

Cloud Kicks provides support to customers through voice, web, and chat channels. Cases are routed to service agents based on availability and skills. When agents encounter issues, they can raise a flag. Supervisors need to respond to flags and provide responses that only the agent can view.

What is the recommended solution to meet the requirements?

- A. Screen Flow
- B. Case Escalation Rules
- C. Einstein Case Routing
- **D. Omni-Channel Supervisor**

Answer: D

Explanation:

Omni-Channel Supervisor is a solution that can enable supervisors to respond to flags and provide responses that only the agent can view. Omni-Channel Supervisor is a tool that allows supervisors to monitor and manage the work and performance of agents in real time. Omni-Channel Supervisor can help supervisors respond to flags raised by agents who encounter issues and provide private coaching messages that only the agent can see. Verified References: :

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

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

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

NEW QUESTION # 133

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