Salesforce Service-Cloud-Consultant Reliable Exam Pdf - Service-Cloud-Consultant Study Center

We are living in a good society; everything is changing so fast with the development of technology. So an ambitious person must be able to realize his dreams if he is willing to make efforts. Winners always know the harder they work the luckier they are. Our Service-Cloud-Consultant practice materials are prepared for the diligent people craving for success. Almost all people pursuit a promising career, the reality is not everyone acts quickly and persistently. That is the reason why success belongs to few people.

To be eligible for the Salesforce Service-Cloud-Consultant exam, you need to have a minimum of six months of experience in implementing and configuring Salesforce Service Cloud. You should also have a good understanding of customer service processes and practices. It is recommended that you have completed the Salesforce Administrator certification before attempting the Service-Cloud-Consultant exam.

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 Service Cloud Consultant certification exam tests an individual's knowledge of the Salesforce Service Cloud application and its functionality. It is a comprehensive exam that covers a wide range of topics, including Service Cloud data model, service console, knowledge management, case management, and integration with other applications. Service-Cloud-Consultant Exam is designed to ensure that certified professionals have the skills and expertise needed to implement and manage Service Cloud solutions that meet their clients' needs.

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Salesforce Certified Service cloud consultant Sample Questions (Q36-Q41):

NEW QUESTION # 36
Universal Containers (UC) is preparing to implement Service Cloud and wants to onboard its global support team. UC is gathering feedback from the support team about how they will use Service Cloud. Requirements gathering sessions have resulted in a large set of deliverables.
What should a consultant recommend as the next step?

- A. Prioritize the requirements based on requests from the regions.
- B. Identify and prioritize the requirements for the minimum viable product.
- C. Prioritize the requirements based on the stakeholder who submitted them.

Answer: B

Explanation:
Identifying and prioritizing the requirements for a minimum viable product (MVP) allows for a focused and phased approach to the Service Cloud implementation. This strategy ensures that the most critical functionalities are developed and deployed first, providing immediate value while allowing for iterative enhancements based on feedback and additional requirements.

NEW QUESTION # 37
Case escalation rules triggered on the last modification will be reset each time a user does which of the following actions?

- A. All of the above
- B. Adds a related comment to the case
- C. Adds an activity or sends an email from the case record
- D. Edits the case
- E. Reads the case

Answer: D

NEW QUESTION # 38
A consulting firm has been retained to implement a new Service Cloud platform for a company. This company requires quick iterations and a speedy project completion. The company has requested frequent project updates for check-ins and refinement.
Which methodology should the Consultant recommend to meet the given requirements?

- A. Agile
- B. Waterfall
- C. Kanban
- D. Lightning Platform

Answer: A

NEW QUESTION # 39
Universal Containers plans to migrate its existing knowledge base into Salesforce Lightning Knowledge.

Which three statements should be considered?
Choose 3 answers

- A. Each article must be associated to a record type.
- B. Article numbers change during migration.
- C. Approval process history migrate to Lightning Knowledge.
- D. Visualforce pages refer to Classic article types.
- E. Attachments and .html files in Classic Knowledge are moved to the Files object.

Answer: B,D,E

Explanation:
Attachments and .html files in Classic Knowledge are moved to the Files object, Visualforce pages refer to Classic article types, and article numbers change during migration are statements that should be considered when migrating an existing knowledge base into Salesforce Lightning Knowledge. These statements reflect some of the changes and challenges that may occur during the migration process. For example:
* Attachments and .html files in Classic Knowledge are moved to the Files object because Lightning Knowledge does not support attachments on articles. Files can be related to articles using rich text fields or file fields.
* Visualforce pages refer to Classic article types because Lightning Knowledge does not support Visualforce pages on articles. Visualforce pages need to be replaced with Lightning components or other solutions.
* Article numbers change during migration because Lightning Knowledge uses a different numbering system than Classic Knowledge. Article numbers are prefixed with KA in Lightning Knowledge instead of KB in Classic Knowledge.
Verified References: Service Cloud Consultant Certification Guide & Tips, Migrate Your Salesforce Classic Knowledge Base to Lightning Knowledge

NEW QUESTION # 40
Which two advantages does Salesforce provide with the OpenCTI framework? Choose 2 answers

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

Answer: A,C

NEW QUESTION # 41
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