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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.

The Salesforce Certified Service cloud consultant certification exam is designed to test the candidate's knowledge and skills in various areas of Service Cloud implementation and management. Service-Cloud-Consultant Exam covers topics such as Service Cloud data model, case management, knowledge management, service console, service entitlements, and service analytics. Service-Cloud-Consultant exam also tests the candidate's ability to configure and customize Service Cloud solutions to meet specific business requirements.

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Salesforce Certified Service cloud consultant exam is intended for experienced Salesforce professionals who have a strong understanding of Salesforce products and services. Candidates should have experience with Service Cloud implementation and should have a good understanding of customer service best practices. Service-Cloud-Consultant Exam is designed to validate the candidate's knowledge of Service Cloud functionality and their ability to design and implement Service Cloud solutions.

Salesforce Certified Service cloud consultant Sample Questions (Q274-Q279):

NEW QUESTION # 274

Which search mechanism should be used to find case comments from within the lightning service console?

- A. Search utility component
- B. Global search
- C. Comment search component
- D. Comments list view

Answer: B

Explanation:

Global search is a search mechanism that allows users to find records and information across multiple objects and fields in Salesforce. Global search can be used to find case comments from within the Lightning Service Console by entering keywords in the search box and selecting Case Comments from the drop-down list. Users can also filter the search results by fields such as case number, case owner, or comment date. Verified References: Service Cloud Consultant Certification Guide & Tips, Find What You Need with Search

NEW QUESTION # 275

Universal containers is trying to reduce the amount of time support agents spend creating cases. The new method case creation must allow for 4000 - 5000 new cases a day, as well as the attachment of documents under 25 MB by the customer.
Which method should the consultant suggest?

- A. On-Demand Email-to-case
- B. Standard email to case
- C. Omni channel routing
- D. Web to case forms

Answer: B

Explanation:
Explanation
Standard email to case is a feature that allows you to automatically create cases from incoming emails sent to your company's support addresses. Standard email to case can handle emails with attachments up to 25 MB in size (minus any text in the email). Standard email to case also preserves email formatting and supports HTML emails with embedded images. Standard email to case is suitable for creating 4000 - 5000 new cases a day, as well as allowing customers to attach documents under 25 MB by email. Verified References: Service Cloud Consultant Certification Guide & Tips, Email-to-Case Overview

NEW QUESTION # 276

Universal Containers wants to implement a new Experience Cloud site to support its customers. It has provided the following requirements:
* Ability for visitors to search Knowledge articles without registering or logging in
* Ability for over 1 million registered customers to securely submit cases and view the status of those cases
* Ability for registered customers to save favorite Knowledge articles for easy access later

- A. Implement a Microsite (LWR) experience.
- B. Implement a Customer Account Portal experience.
- C. Implement a Help Center experience.

Answer: B

Explanation:
A Customer Account Portal experience (Customer Service template) is the recommended approach when an organization needs to:
* Support authenticated users (registered customers) who can create, view, and manage cases securely.
* Handle large-scale user volumes (millions of customers).
* Provide personalized functionality, such as saving favorite articles and accessing case history.
* Allow public (unauthenticated) access to search Knowledge articles.
Option B (Help Center) supports anonymous article browsing but lacks robust authenticated features like case management or

personalization.

Option C (Microsite LWR) is designed for lightweight, static content and marketing use cases, not authenticated service portals.

Referenced Salesforce Materials:

* Service Cloud Consultant Exam Guide - Service Cloud Solution Design Domain.
* Salesforce Help: "Customer Account Portal Overview and Configuration."
* Salesforce Experience Cloud Implementation Guide - Selecting the Right Template.

NEW QUESTION # 277

Universal Containers wants to provide its customers with more support options.

Which three should a Consultant recommend?

Choose 3 answers

- A. Implement SOS for mobile experience
- B. Utilize KCS to manage Knowledge
- C. Create a Customer Community
- D. Configure Chatter for public access
- E. Add Live Agent to public-facing sites

Answer: A,B,E

NEW QUESTION # 278

A recent analysis of agent performance on chat-related cases revealed a large gap between top performing agents and poor performers. Top agents identified coaching from managers as a key success factor. The company would like to ensure managers provide coaching on chat-related cases.

What is the recommended method for managers to coach agents?

- A. Use Einstein Chat Insight to identify areas to improve.
- B. Use an Einstein Bots Chat to handle common issues.
- C. Use Omni-Channel Supervisor to monitor agents' chat sessions.
- D. Use skills-based routing in Salesforce Messaging.

Answer: A

Explanation:

Explanation

Using Einstein Chat Insight is a method for managers to coach agents on chat-related cases. Einstein Chat Insight is a feature that uses artificial intelligence to analyze chat transcripts and provide insights into agent performance, customer satisfaction, and conversation topics. Einstein Chat Insight can help managers identify areas to improve and provide feedback and guidance to agents.

Verified References: :

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

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

NEW QUESTION # 279

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