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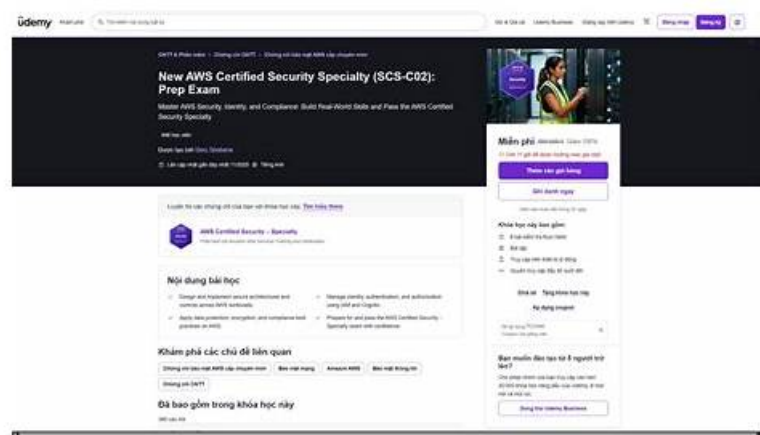
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Salesforce Service-Cloud-Consultant certification is highly valued in the job market as it demonstrates the candidate's expertise in Service Cloud solutions. Salesforce Certified Service cloud consultant certification is beneficial for professionals working in customer service, sales, marketing, and IT departments. Salesforce certified consultants are in high demand as companies are increasingly adopting Salesforce technology to manage their customer relationships.

To become a Salesforce Certified Service Cloud Consultant, the candidate must pass the Service-Cloud-Consultant exam. Service-Cloud-Consultant exam covers topics such as Service Cloud functionality, designing customer service solutions, managing service level agreements, and optimizing customer service processes. Salesforce Certified Service cloud consultant certification is intended for professionals who work in roles such as service managers, customer service representatives, and customer support agents.

Salesforce Service-Cloud-Consultant Certification is designed for professionals who want to demonstrate their expertise in the configuration and implementation of Salesforce Service Cloud. Salesforce Certified Service cloud consultant certification exam is intended for individuals who have experience in the Service Cloud domain and are looking to validate their skills and knowledge in the field. The Salesforce Service-Cloud-Consultant certification is a globally recognized credential that can help professionals to enhance their career prospects and open up new job opportunities.

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Salesforce Certified Service cloud consultant Sample Questions (Q73-Q78):

NEW QUESTION # 73
Universal Containers (UC) wants to schedule for repair service when an agent is unable to solve the customer's problem via the call

center.
What functionality should a consultant recommend to satisfy the UC's need?

- A. Contact Request
- B. Mobile Connect
- C. Field Service
- D. omni Channel

Answer: C

Explanation:
Field Service is a Salesforce product that enables companies to manage work orders, service appointments, service resources, and service territories. It also provides features such as scheduling optimization, mobile access, and offline support. Field Service is the recommended functionality for scheduling repair service when an agent is unable to solve the customer's problem via the call center.
Verified References: Service Cloud Consultant Certification Guide & Tips, Field Service Overview

NEW QUESTION # 74
Which document should be created to support the initial planning phase of an implementation project? (Choose 2)

- A. Solution design document
- B. Requirements traceability matrix
- C. Project milestones
- D. Project kickoff presentation

Answer: C,D

NEW QUESTION # 75
You're working on a sales presentation for your customer - universal paper, you might want to add the topic
#universal paper in your status update. What does the hashtag do?

- A. Returns a link that returns a post with the same reference
- B. Tag another chatter user
- C. Deletes posts

Answer: A

NEW QUESTION # 76
Which of the following utilize the "Automated Case User" (Choose 3 answers):

- A. When a case is created via Email-To-Case this user is assigned as the case owner
- B. When a case is created via Web-To-Case this user is listed in the case history
- C. When a case is automatically assigned using assignment rules this user is listed in the case history
- D. When an email notification is triggered via workflow this user is listed in the case history
- E. When a case is escalated this user is listed in the case history

Answer: B,C,E

NEW QUESTION # 77
universal containers receives partner data in excel format.the excel data is all text ,but needs to be imported into existing Salesforce date,number and text fileds.
Which 3 best practices should a consultant recommend?

- A. Standardize all rows to match salesforce data types
- B. Import records and cretae a a worflow rule to change the data type
- C. Import the records and use duplicate management
- D. Install data quality analysis dashboards from the appexchange

- E. Deduplicate the data before importing into SF

Answer: A,D,E

NEW QUESTION # 78
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