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ITPassLeader alerts you that the syllabus of the Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) certification exam changes from time to time. Therefore, keep checking the fresh updates released by the Salesforce. It will save you from the unnecessary mental hassle of wasting your valuable money and time. ITPassLeader announces another remarkable feature to its users by giving them the Salesforce Service-Cloud-Consultant Dumps updates until 1 year after purchasing the Salesforce Service-Cloud-Consultant certification exam pdf questions.

Salesforce Service-Cloud-Consultant exam is a valuable certification for professionals who want to demonstrate their expertise in designing and implementing customer service solutions using the Salesforce platform. Salesforce Certified Service cloud consultant certification is designed to test the candidate's ability to manage service level agreements, optimize customer service processes, and provide excellent customer service to clients. By passing the Service-Cloud-Consultant exam, the candidate can become a Salesforce Certified Service Cloud Consultant and advance their career in customer service management.

Salesforce Service-Cloud-Consultant Certification is designed for individuals who have experience in the Salesforce Service Cloud platform and want to demonstrate their expertise in designing and implementing solutions that optimize customer service operations. Salesforce Certified Service cloud consultant certification is ideal for professionals working in customer service, support, and management roles, who are responsible for designing and implementing effective customer service solutions to meet business needs.

>> Valid Service-Cloud-Consultant Exam Objectives <<

One of the Best Ways to Prepare For the Service-Cloud-Consultant Salesforce Certified Service cloud consultant Exam

In our study, we found that many people have the strongest ability to use knowledge for a period of time at the beginning of their knowledge. As time goes on, memory fades. Our Service-Cloud-Consultant study materials are designed to help users consolidate what they have learned, will add to the instant of many training, the user can test their learning effect in time after finished the part of the learning content, have a special set of wrong topics in our Service-Cloud-Consultant Study Materials, enable users to find their weak spot of knowledge in this function, iterate through constant practice, finally reach a high success rate.

Salesforce Service-Cloud-Consultant exam consists of 60 multiple-choice questions that need to be completed within 105 minutes. Service-Cloud-Consultant exam covers a wide range of topics including service cloud implementation, service cloud data model, case management, knowledge management, service console, and service analytics. Service-Cloud-Consultant Exam also tests your ability to understand and interpret customer requirements, design and implement customer solutions, and manage customer relationships.

Salesforce Certified Service cloud consultant Sample Questions (Q175-Q180):

NEW QUESTION # 175

Universal Containers wants to notify Support Managers when a new case have been untouched from more than two business days. Which approach should a consultant implement?

- A. Estabalish case assignment rules.
- B. Define case auto-response rules.
- **C. Configure case escalation rules.**
- D. Use Flow Builder to create a flow with scheduled path.

Answer: C

NEW QUESTION # 176

From any queue list view, users can take ownership of one or more cases if: (Choose 3 answers)

- A. All of the above
- **B. They are members of that Queue**
- C. They have a Contact Manager Profile
- **D. They are higher in the Role Hierarchy than a Queue Member**
- E. If the OWD for sharing cases is Public Read/Write/Transfer

Answer: B,D

NEW QUESTION # 177

Universal Containers wants to help customers resolve issues by browsing Knowledge articles and submitting a case if they need more Information.

What should the consultant recommend to meet the requirements?

- **A. Create a self-service help Center**
- B. Allow comments on Knowledge articles.
- C. Enable Chat in an Experience Cloud site.

Answer: A

Explanation:

To help customers resolve issues by browsing Knowledge articles and submitting a case if needed, creating a self-service help center is advised. This can be achieved using Experience Cloud, providing a centralized platform where customers can access Knowledge articles, FAQs, and submit cases directly, enhancing the self-service experience.

NEW QUESTION # 178

Universal Containers has four internal divisions that use Salesforce Knowledge. Compliance requirements mandate that each division should only have access to its own articles when performing a search. Which solution should a consultant recommend to meet this requirement?

- **A. Create a single data category group for each division and provide access using the role hierarchy.**
- B. Create a sharing rule for each division to provide access using the role hierarchy.
- C. Create separate data category groups for each division and assign the category to a division profile.
- D. Create a sharing rule for each division to provide access based on criteria of the article.

Answer: A

NEW QUESTION # 179

Universal Containers (UC) provides customer support for two separate business groups. UC requires that cases for each business group have different support processes and fields.

Which feature should a consultant implement to meet the requirement?

- A. Dynamic Forms

- B. Record Types
- C. Omni-Channel

Answer: B

Explanation:

For Universal Containers to manage different support processes and fields for two separate business groups, implementing Record Types is recommended. Record Types allow the creation of distinct page layouts for each business group, enabling customization of support processes and fields to meet the specific needs of each group, ensuring effective and organized case management.

NEW QUESTION # 180

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