

Service-Cloud-Consultant Latest Exam Materials, Service-Cloud-Consultant Current Exam Content



DOWNLOAD the newest ValidVCE Service-Cloud-Consultant PDF dumps from Cloud Storage for free:
<https://drive.google.com/open?id=1baMwbvmTeh6TL68aR09d4ucCcAYwZnIE>

If you still worry too much about purchasing professional Service-Cloud-Consultant test guide on the internet, I can tell that it is quite normal. Useful certification Service-Cloud-Consultant guide materials will help your preparing half work with double results. If you consider about our Service-Cloud-Consultant exam questions quality, you can free download the demo of our Service-Cloud-Consultant Exam Questions. We have thought of your needs and doubts considerably on the Service-Cloud-Consultant study guide. Our certification Service-Cloud-Consultant guide materials are collected and compiled by experience experts who have worked in this line more than 10 years.

Salesforce Service-Cloud-Consultant Exam consists of 60 multiple-choice questions, and candidates are given 105 minutes to complete the exam. Service-Cloud-Consultant exam tests the candidate's knowledge and expertise in various areas, including Service Cloud data model, Service Console, Omni-Channel, Service Cloud automation, and reporting and analytics. It also evaluates the candidate's ability to design and implement Service Cloud solutions that meet the business requirements of their clients.

>> **Service-Cloud-Consultant Latest Exam Materials** <<

Why Practicing With Pass4Future Salesforce Service-Cloud-Consultant Dumps is Necessary?

It is a challenging exam and not a traditional exam. But complete Salesforce Service-Cloud-Consultant exam preparation can enable you to crack the Salesforce Service-Cloud-Consultant exam easily. For the quick and complete Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) exam preparation you can trust Service-Cloud-Consultant Exam Practice test questions. The Salesforce Service-Cloud-Consultant exam practice test questions have already helped many Salesforce Service-Cloud-Consultant exam candidates in their preparation and success.

Salesforce Certified Service cloud consultant Sample Questions (Q241-Q246):

NEW QUESTION # 241

Agents at universal containers are required to update the case status to waiting for customer after they send an email to the case contact. Support managers are noticing that many agents are forgetting to perform this step. What should a consultant recommend to address this problem.

- A. Configure flow Builder /Process Builder
- B. Define case escalation rules
- C. Create a Case Macro
- D. Activate a validation rule

Answer: C

Explanation:

Explanation

Creating a Case Macro is a solution that can address the problem of agents forgetting to update the case status to waiting for customer after they send an email to the case contact. A Case Macro is a set of instructions that can automate common or repetitive tasks on a case, such as sending an email and updating a field. A Case Macro can help agents save time and avoid errors when working on cases. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.console2_macros_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.console2_macros_create.htm&type=5

NEW QUESTION # 242

UC has completed development and testing of its Service Cloud implementation and plans to migrate functionality from the sandbox environment to the production environment. What should be used for migration functionality?

- A. Mass Transfer Records, change sets, and Force.com migration tool
- B. Data loader, change sets, and Force.com Excel Connector
- C. Force.com migration tool, Force.com IDE, and change sets
- D. Visual Workflow, data loader, and Force.com IDE

Answer: C

NEW QUESTION # 243

Which two solutions should Universal Containers consider to increase Contact Center Agent productivity? Choose 2 answers

- A. Increase the number of agents.
- B. Enable templates for written responses.
- C. Employ surveys to confirm customer satisfaction.
- D. Improve the agent interface.

Answer: B,C

NEW QUESTION # 244

Universal Containers is implementing Service Cloud to make the workflow more efficient and improve customer support.

When setting up Service Cloud, how can a consultant ensure that service agents have access to the right customer information when viewing a case?

- A. Use a flow to copy a value from a contact record to the case.
- B. Expose cross object fields on the case record Lightning page.
- C. Use a formula to pull fields from a contact record to the case.

Answer: B

Explanation:

In Salesforce, agents can view related customer information efficiently by exposing cross-object fields directly on the Case Lightning record page. This is done using Lightning App Builder and Dynamic Forms, which allow fields from related objects (like Contact or Account) to be placed directly on the Case page layout.

This method eliminates the need for duplicative data transfer (as would be done with formulas or flows) and ensures agents always see up-to-date customer data directly on the Case. It's the most scalable and maintainable approach for surfacing relevant information during case handling.

References:

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

https://help.salesforce.com/s/articleView?id=release-notes.m_lab_dynamic_forms_crossobject_fields.htm&language=en_US&type=5

https://help.salesforce.com/s/articleView?id=release-notes.m_lab_dynamic_forms_crossobject_fields.htm&language=en_US&release=248&type=5

https://help.salesforce.com/s/articleView?id=release-notes.m_lab_dynamic_forms_crossobject_fields.htm&language=en_US&release=248&type=5

NEW QUESTION # 245

myportal.utt.edu.tt, mutouyz.com, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt,
myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt,
brainchips.liuyanze.com, aaa.yyii.com, bijie.cnrxw.cn, www.stes.tyc.edu.tw, Disposable vapes

BONUS!!! Download part of ValidVCE Service-Cloud-Consultant dumps for free: <https://drive.google.com/open?id=1baMwbvmTeh6TL68aR09d4ucCcAYwZnlE>