

# Latest Service-Cloud-Consultant Test Format | Service-Cloud-Consultant Dumps Guide



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The receptiveness of three novel relationships for Salesforce Service-Cloud-Consultant exam licenses clients to rehearse themselves in various conditions. Free demos are accessible for download to look at in work areas for Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) Exam. Salesforce Service-Cloud-Consultant Dumps awards you the whole day, constant client affiliation, and 365 days of free updates.

Salesforce Service-Cloud-Consultant exam is a challenging test that requires a great deal of preparation and study. Service-Cloud-Consultant exam is designed to test the knowledge and skills of professionals who work in the customer service industry and are looking to specialize in Salesforce's Service Cloud platform. Candidates who pass the exam and obtain the Salesforce Certified

Service Cloud Consultant certification will have demonstrated their proficiency in Salesforce's Service Cloud platform and their ability to deliver high-quality customer service.

The Salesforce Service-Cloud-Consultant exam covers a range of topics including designing and implementing Service Cloud solutions, managing cases and knowledge, building and maintaining a Salesforce Community, and integrating with external systems. Service-Cloud-Consultant Exam consists of 60 multiple-choice questions, and you will have 105 minutes to complete it. To pass the exam, you must score at least 67%. Salesforce Certified Service cloud consultant certification is valid for two years, after which you will need to retake the exam or complete a maintenance module to maintain your certification. With this certification, you can demonstrate your expertise in Service Cloud and advance your career as a Salesforce professional.

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### **Salesforce Certified Service cloud consultant Sample Questions (Q40-Q45):**

#### **NEW QUESTION # 40**

Which case submission process leverages Apex email services?

- A. Web-to-Case
- B. Email-to-Case
- C. Case submitted using chat
- D. **On-demand Email-to-Case**

**Answer: D**

#### **NEW QUESTION # 41**

A Service Cloud Consultant is working with a telecommunications client. The client aims to improve first- contact resolution by 30% through implementing new case automation and Agentforce Service Agent. The client expects the changes to enhance customer satisfaction but is concerned about adoption and system complexity.

What should the consultant do first to help manage concerns and align expectations?

- A. Develop a detailed Agentforce Service Agent configuration plan with automated case routing rules and escalation paths, then validate technical requirements with the IT team.
- B. Recommend postponing the project until all technical requirements are finalized, then create a comprehensive change management strategy for user adoption.
- C. **Conduct a risk register focusing on technical challenges, user adoption barriers, and impact on existing workflows while engaging key stakeholders early.**

**Answer: C**

Explanation:

The Service Cloud Consultant Exam Guide - Implementation Strategies Domain emphasizes the importance of stakeholder alignment, risk assessment, and change readiness before technical design begins.

Conducting a risk register and stakeholder engagement early helps identify and mitigate potential issues related to user adoption, workflow disruption, and technical complexity.

By performing this assessment first, the consultant ensures that business goals such as improving first-contact resolution and customer satisfaction are realistically aligned with change management plans and adoption strategies. This proactive approach also supports iterative planning consistent with Salesforce's Agile and customer-centric implementation methodology.

Option A focuses on solution design too early, without addressing stakeholder concerns. Option C delays progress unnecessarily and contradicts Salesforce's iterative best practice of progressing with parallel risk and readiness assessments.

Referenced Salesforce Materials:

- \* Service Cloud Consultant Exam Guide - Implementation Strategies Domain (risk identification, stakeholder engagement, change readiness).
- \* Salesforce Project Delivery Framework (Agile) - Planning phase guidance on stakeholder collaboration and early risk management.
- \* Salesforce Help: "Manage Project Risk and Change in Salesforce Implementations".

#### NEW QUESTION # 42

How should a Consultant provide Suggested Article functionality to Lightning Service Console users?

- A. Create email templates with Knowledge Articles attached.
- B. Add the Suggested Article widget to the Case page layout.
- C. Add the Knowledge tab to the Console app.
- D. **Add the Knowledge Component to the Service Console.**

**Answer: D**

Explanation:

The Knowledge component is a Lightning component that displays relevant articles on the case record page based on the case information. Agents can use the component to search for articles, attach articles to cases, view article details, and provide feedback on articles. The Knowledge component provides suggested article functionality to Lightning Service Console users by automatically recommending articles that match the case subject, description, or data categories. Verified References: Service Cloud Consultant Certification Guide & Tips, Use the Lightning Knowledge Component

#### NEW QUESTION # 43

Universal Containers provides Customer Support for two separate business operations. The cases managed for each operation have different steps and fields.

Which three features could be implemented to support this? Choose 3 answers

- A. Page Layouts
- B. Omni-Channel
- C. Record Types
- D. Support Processes
- E. Article Types

**Answer: A,C,D**

Explanation:

Explanation

Page layouts, record types, and support processes are features that can be implemented to support different case management steps and fields for two separate business operations. Page layouts control the layout and organization of fields, buttons, related lists, and other components on a record detail or edit page. Record types allow you to offer different business processes, picklist values, and page layouts to different users based on their profiles. Support processes define the picklist values for the Status field on cases for each record type.

Verified References: Service Cloud Consultant Certification Guide & Tips, Page Layouts Overview, Record Types Overview, Support Processes Overview

#### NEW QUESTION # 44

Universal Containers (UC) wants to report on how many customers with Service Contracts have specific entitlements to determine if UC's support offerings should be adjusted.

Which feature should the consultant recommend?

- A. **Build a custom report type.**
- B. Build a joined report.
- C. Build a dashboard.

**Answer: A**

Explanation:

Creating a custom report type allows for more flexibility in reporting by combining different objects and their relationships, such as Service Contracts and Entitlements in this case. Universal Containers can use a custom report type to specifically analyze customers with Service Contracts and their associated entitlements, providing insights into support offerings and potential adjustments.

## NEW QUESTION # 45

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