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Since our Salesforce Certified Service cloud consultant practice exam tracks your progress and reports results, you can review these results and strengthen your weaker concepts. We offer Salesforce Service-Cloud-Consultant desktop practice test software which works on Windows computers after installation. The web-based Service-Cloud-Consultant practice exam needs no plugins or software installation. Linux, iOS, Android, Windows, and Mac support the web-based Salesforce Service-Cloud-Consultant Practice Exam. Additionally, Chrome, Opera, Firefox, Safari, Internet Explorer support this Salesforce Certified Service cloud consultant Service-Cloud-Consultant web-based practice test.

The Salesforce Service-Cloud-Consultant Exam covers a wide range of topics related to Salesforce Service Cloud, including case management, knowledge management, service console customization, data management, and integration with other systems. It also tests candidates on their ability to design and implement solutions that meet the unique needs of their clients or organizations.

Salesforce Certified Service cloud consultant Sample Questions (Q206-Q211):

NEW QUESTION # 206

Field engineers often need to access current inventory levels of products the customer has purchased while at customer sites. Which solution should a Consultant recommend to meet this requirement?

- A. Configure Visual Flows on Salesforce mobile.
- B. Integrate with an enterprise resource planning system.

- C. Implement Field Service Lightning.
- D. Develop and publish a knowledge management system

Answer: C

NEW QUESTION # 207

Milestones can be added to which three object types?

Choose 3 Answers

- A. Account
- B. Service
- C. Entitlement
- D. Work order
- E. Case

Answer: D,E

NEW QUESTION # 208

Cloud Kicks (CK) wants to increase the number of articles in its knowledge base while maintaining article quality. CK plans to allow all service agents to create articles.

What should the consultant recommend to create a vetting workflow to reduce the number of low-quality articles?

- A. Approval process
- B. Reports and dashboards
- C. Flow with notifications

Answer: A

Explanation:

To maintain article quality while increasing the number of Knowledge articles, implementing an approval process for article creation is recommended. This process allows for the vetting of articles by subject matter experts or managers before publication, ensuring that only high-quality content is made available in the knowledge base.

NEW QUESTION # 209

When Service Reps view a Case, they often need to see the Case History of other Cases for that same Account. How should a Consultant configure the Lightning Service Console to support this requirement?

- A. Account tabs with Case Subtabs
- B. Account tab with Cases related list
- C. Account tabs and Cases tab
- D. Case tabs with Account subtabs

Answer: B

NEW QUESTION # 210

Cloud Kicks (CK) uses Lightning Knowledge and has set up Data Categories. CK uses Data Category Visibility to control access based on products and geographic location. The Service Cloud administrator plans to enable "Use standard Salesforce sharing" in Sharing Settings under Knowledge Setting.

Which consideration should the administrator be aware of when making this change?

- A. Data Category Visibility of All Categories provides Public Read/Write access.
- B. Data Categories no longer control access to articles.
- C. Data Category Visibility of Custom overrides Organization-Wide Sharing Default access.
- D. Data Category Visibility of AM Categories provides Public Read Only access.

Answer: A

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