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Salesforce Certified Service cloud consultant credential is highly valued in the industry, as it demonstrates a high level of expertise in delivering customized solutions that meet the unique needs of businesses. Earning this certification can open up new career opportunities and increase earning potential for professionals working in the customer service and support domain. The Service-Cloud-Consultant Exam is a challenging test that requires a thorough understanding of the Service Cloud platform, its features, and its capabilities.

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Salesforce Certified Service cloud consultant Sample Questions (Q169-Q174):

NEW QUESTION # 169

Universal Containers is experiencing system timeouts when running case reports. What should a consultant recommend to improve the performance of the reports? Choose 2 answers.

- A. Remove date boundaries from filter criteria.
- B. Remove dashboards based on long-running reports.
- C. Remove formula fields from filter criteria.
- D. Remove unnecessary columns from the reports.

Answer: C

NEW QUESTION # 170

What is the primary function of a private branch exchange (PBX)?

- A. To receive multiple calls at one time
- B. To use speech recognition to direct calls
- C. To mate calls to different agents
- D. To report the caller's background information

Answer: A

NEW QUESTION # 171

A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system.

Which two metrics can be used to assess the success of the new workforce management system? Choose 2 answers

- A. Quality monitoring score
- B. Agent utilization
- C. Schedule adherence
- D. Number of calls offered

Answer: B,C

NEW QUESTION # 172

The VP of Service at Cloud Kicks (CK) wants to enable Service Cloud users to access and generate reports using work order data stored in an enterprise data warehouse (EDW).

Which approach should the consultant recommend to streamline this process with minimal effort?

- A. Use Salesforce Connect and External Objects to represent work order data in Salesforce.
- B. Implement a batch integration process that runs every 15 minutes to synchronize work order data into Salesforce.
- C. Create a Custom Object and utilize Data Loader to import work order data into Salesforce.

Answer: A

Explanation:

Salesforce Connect allows seamless integration with external systems, enabling real-time access to data stored outside of Salesforce without the need for data duplication. By utilizing External Objects, data from an enterprise data warehouse (EDW) can be represented within Salesforce, allowing users to access and generate reports on work order data directly.

This approach offers several advantages:

- * Real-Time Data Access: Users can view the most current data without waiting for scheduled imports.
- * Reduced Storage Costs: Since data isn't stored within Salesforce, it minimizes storage usage and associated costs.
- * Simplified Maintenance: Eliminates the need for complex data synchronization processes.

Compared to importing data via Data Loader or implementing batch integration processes, Salesforce Connect provides a more streamlined and efficient solution for accessing external data sources.

References:

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

https://developer.salesforce.com/docs/atlas.en-us.object_reference.meta/object_reference/sforce_api_objects_external_objects.htm

NEW QUESTION # 173

A company wants to publish knowledge articles to its customer community. The articles should be organized for easy navigation by community members.

What should a consultant recommend?

- A. Define article types with public sharing settings.
- B. Define a custom field to identify the subject.
- C. Define data categories with custom visibility.
- D. Define topics for each knowledge article.

Answer: A,B,C

NEW QUESTION # 174

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