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Salesforce Service Cloud Consultant certification is a highly sought-after credential that validates an individual's expertise in implementing and designing solutions using the Salesforce Service Cloud. Salesforce Certified Service cloud consultant certification is ideal for professionals who work in sales, customer service, or support roles and want to demonstrate their proficiency in the Salesforce Service Cloud.

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## Quiz 2026 Salesforce Service-Cloud-Consultant: Complete Salesforce Certified Service cloud consultant Exam Dumps

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To earn the Salesforce Service-Cloud-Consultant certification, you need to possess a deep understanding of the Service Cloud platform and its various features. You should be proficient in designing, configuring, and implementing Service Cloud solutions that meet the business requirements of your clients. Salesforce Certified Service cloud consultant certification exam covers a range of topics, including Service Cloud design, data management, case management, knowledge management, Omni-channel routing, and analytics. Service-Cloud-Consultant Exam consists of 60 multiple-choice questions that must be completed in 105 minutes. To pass the exam, you need to score at least 68% or higher. The Salesforce Service-Cloud-Consultant certification is a valuable credential that demonstrates your expertise in delivering exceptional customer service solutions using the Salesforce platform.

## Salesforce Certified Service cloud consultant Sample Questions (Q23-Q28):

### NEW QUESTION # 23

What solution should a consultant recommend while designing a plan to decrease a company's cost per call? (Choose 2)

- A. Use integrated voice response
- B. Use suggested Knowledge articles
- C. Increase the Call-to-Order ratio
- D. Bypass entitlement verification

**Answer: A,B**

### NEW QUESTION # 24

A customer utilizes a high-volume Service Cloud portal for its Web customer support and is interested in deploying a chat solution. What should be the first step in configuration and customization?

- A. Create user profiles or permission sets
- B. Create an iframe to display the chat window
- C. Enable Chatter Messenger for the organization
- D. Enable Live Agent for the organization

**Answer: D**

### NEW QUESTION # 25

Universal Containers (UC) has deployed a call center using open CTI. Call center agents are organized into four groups reflecting UC's four different product lines. Each group's manager would like a report on their agents' daily call volume, including related case and contact information.

How should the consultant recommend the report be created?

- A. Build a Summary report on Products and Activities.
- B. Create a Custom Report type with activities as the primary object.
- C. Set up a reporting snapshot of the case, contact and activity objects.
- D. Customize the My Teams Calls this week standard report.

**Answer: B**

Explanation:

Explanation

Creating a Custom Report type with activities as the primary object is the recommended way to create a report on agents' daily call volume, including related case and contact information. A Custom Report type is a type of report that allows you to select the objects and fields that you want to report on, as well as define the relationships between the objects. By selecting activities as the primary object, you can report on the calls that agents have made or received, as well as filter them by date, duration, or status. By selecting case and contact as related objects, you can report on the details of the cases and contacts that are associated with the calls, such as case number, case owner, contact name, or contact phone number. Verified References: Service Cloud Consultant Certification Guide & Tips, Create Custom Report Types

### NEW QUESTION # 26

The VP of service at Universal Containers wants to make it easier and faster for support agents to send Knowledge articles to the customer.

What should a consultant configure to send the article to the customer?

- A. Create an auto-response rule that links to Knowledge articles.
- B. Create a Macro to send an email with Knowledge articles.
- C. Set up the Case Deflection component to share Knowledge articles.

**Answer: B**

Explanation:

To facilitate the quick and easy sending of Knowledge articles to customers by support agents, creating a Macro that automates the process of attaching articles to an email is recommended. This streamlines the sharing of helpful information, enhancing the support

experience for customers while increasing efficiency for agents.

#### NEW QUESTION # 27

Cloud Kicks wants to easily turn social network posts into cases to respond to customer complaints. Support agents will need to respond to posts on Facebook, twitter, and instagram.

What is the recommended license to meet the requirement?

- **A. Social Service Pro add-on**
- B. Einstein Social Insights add-on
- C. Service Cloud User feature license
- D. Einstein Reply Recommendations

**Answer: A**

Explanation:

Social Service Pro add-on is the recommended license to meet the requirement, because it allows CK to turn social network posts into cases and respond to customer complaints on Facebook, Twitter, and Instagram.

Social Service Pro add-on is an extension of Social Customer Service that enables CK to monitor multiple social accounts, filter posts by keywords or sentiment, and automate case creation and assignment. Verified References: : Social Service Pro Overview

#### NEW QUESTION # 28

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