Service-Cloud-Consultant Reliable Exam Questions | Latest Service-Cloud-Consultant Exam Questions

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How to study the Service-Cloud-Consultant Exam

There are two main types of resources for preparation of certification exams first there are the study guides and the books that are detailed and suitable for building knowledge from ground up then there are video tutorial and lectures that can somehow ease the pain of through study and are comparatively less boring for some candidates yet these demand time and concentration from the learner. Smart Candidates who want to build a solid foundation in all exam topics and related technologies usually combine video lectures with study guides to reap the benefits of both but there is one crucial preparation tool as often overlooked by most candidates the practice exams. Practice exams are built to make students comfortable with the real exam environment. Statistics have shown that most students fail not due to that preparation but due to exam anxiety the fear of the unknown. TestkingPDF expert team recommends you to prepare some notes on these topics along with it don't forget to practice **Salesforce Service-Cloud-Consultant exam dumps** which been written by our expert team, Both these will help you a lot to clear this exam with good marks.

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.

Who should take the Service-Cloud-Consultant exam

The Salesforce Service Cloud Consultants Service-Cloud-Consultant Exam certification is an internationally-recognized validation that identifies persons who earn it as possessing skilled as a Service Cloud Consultant. If a candidate wants significant improvement in career growth needs enhanced knowledge, skills, and talents. The Salesforce Service Cloud Consultants Service-Cloud-Consultant Exam certification provides proof of this advanced knowledge and skill. If a candidate has knowledge of associated technologies and skills that are required to pass Salesforce Service Cloud Consultants Service-Cloud-Consultant Exam then he should take this exam.

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Our Salesforce Exam Questions greatly help Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) exam candidates in their preparation. Our Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) practice questions are designed and verified by prominent and qualified Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) exam dumps preparation experts. The qualified Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) exam questions preparation experts strive hard and put all their expertise to ensure the top standard and relevancy of Service-Cloud-Consultant exam dumps topics.

Salesforce Certified Service cloud consultant Sample Questions (Q278-Q283):

NEW QUESTION # 278
Universal Containers is launching a full line of new products and Service Cloud should support the following requirements:
* Agents need to collaborate with other teams.
* The product development team needs to be alerted on high-priority cases for specific products.
Which solution will meet these requirements?

- A. Use escalation rules for notifications and account teams to monitor cases.
- B. Use Process Builder for notifications and case teams to monitor cases.
- C. Use Process Builder for notifications and account teams to monitor cases.
- D. Use escalation rules for notifications and case teams to monitor cases.

Answer: B

Explanation:
Explanation
This solution will meet the requirements, as Process Builder can be used to create workflows that send notifications to the product development team based on case criteria, such as priority and product type. Case teams can be used to help agents collaborate with other teams, such as product development, by granting them access to the case and displaying them in a related list on the case detail page. Verified References: Set Up Case Teams and Process Builder Overview

NEW QUESTION # 279
Ursa Major Solar cells highly technical products that require specific expertise for configuration changes and troubleshooting. A mobile workforce can be dispatched to support customers. Dispatching a worker comes at a high cost, and available appointment times are typically several weeks in the future.
What is the recommended method to improve the support experience while providing expert-level support?

- A. Omni-Channel Routing
- B. Field Service Scheduler
- C. Visual Remote Assistant
- D. Workforce Engagement Self Scheduling

Answer: C

Explanation:
Visual Remote Assistant is a feature that allows you to provide real-time interactive video support to your customers using their mobile devices. You can see what your customers see through their camera, guide them with annotations and pointers, and troubleshoot issues remotely. This solution can improve the support experience while providing expert-level support, as it can reduce the need for dispatching field workers, save time and costs, and increase customer satisfaction. Verified References: [Visual Remote Assistant]

NEW QUESTION # 280
Universal Containers (UC) created a new mobile app that enables customers to place orders and track fulfillment. UC wants to quickly embed customer service into the new mobile app. Which two features should be added to meet this requirement? Choose 2

answers

- A. Salesforce Knowledgebase
- B. Field Service Lightning
- C. Service Cloud SOS
- D. Chatter Groups

Answer: B,C

NEW QUESTION # 281
Milestones can be added to which two Object types?
Choose 2 answers

- A. Work Order
- B. Account
- C. Last
- D. service

Answer: A,C

NEW QUESTION # 282
Cloud Kicks uses Service Cloud and Slack. For difficult casesm service agents wants to create a swarm in Slack to pull in in experts from multiple How should the consultant recommend an agent launch a swarm?

- A. Quick Action
- B. Dynamic Form
- C. Scheduled flow
- D. Apex Trigger

Answer: A

Explanation:
A quick action is the recommended way to launch a swarm in Slack from Service Cloud, because it allows agents to create a Slack channel, invite experts, and share case details with one click. A quick action can be added to the case page layout or the case feed2 Verified References: 2: Create a Swarm in Slack

NEW QUESTION # 283
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