

Salesforce Service-Cloud-Consultant Test Simulator Free Offer You The Best Dumps Vce to pass Salesforce Certified Service cloud consultant exam



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Salesforce Service-Cloud-Consultant is a certification exam designed for professionals who want to validate their expertise in Salesforce Service Cloud. Salesforce Certified Service cloud consultant certification is intended for individuals who have experience in designing and implementing solutions that support customer service and contact center operations. The Salesforce Service-Cloud-Consultant Certification Exam validates the skills and knowledge required to design and implement customer service solutions in Salesforce.

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Salesforce Service Cloud Consultant Certification is a valuable credential that can help professionals to demonstrate their knowledge and expertise in implementing Service Cloud solutions. Salesforce Certified Service cloud consultant certification exam is designed to

evaluate the candidate's knowledge and skills in various areas related to Service Cloud solutions. Salesforce Certified Service cloud consultant certification can help professionals to enhance their career prospects and can open up new opportunities in the field of Salesforce Service Cloud.

Salesforce Certified Service cloud consultant Sample Questions (Q11-Q16):

NEW QUESTION # 11

Universal Containers needs to customize Salesforce to improve its Support Agents' experience so they can work more efficiently. Which two features requires Service Cloud?

- A. Open multiple case records as tabs and sub tabs
- B. **Access to Knowledge Articles**
- C. Utility Bar
- D. Unique page layouts for each Case Record Type

Answer: B,D

NEW QUESTION # 12

At Universal Containers, a support agent dedicated to one customer regularly handles complex integration-related cases. In these cases, the agent collaborates with Universal Containers product development team and the client's system integration. What would the consultant recommend to expedite the handling of these cases?

- A. Create a related child case and assign the child case to the product development team.
- B. **Create a private Chatter group with customers and invite key individuals to join the group.**
- C. Enable Chatter case feed and add product development team members to the case team.
- D. Build a repository of Knowledge articles related to integration and share it with the customer.

Answer: B

NEW QUESTION # 13

Universal Containers would like for article to be different channel for social interactions. What solution should a consultant recommend?

- A. Create a Chatter group and invite the customer to join with an external chatter user.
- B. **Set up insert Article into Social post and enable the customer community portal.**
- C. Create a Visualforce page on the customer community portal.
- D. Set up communication channel layouts in the object manager to use Insert Article into Social post.

Answer: B

NEW QUESTION # 14

A contact center manager wants to measure the impact of a new customer care program. What can be used to measure an increase in customer satisfaction? Choose 2 answers.

- A. Average handle time
- B. Service level agreement
- C. **First call resolution**
- D. **Customer satisfaction survey**

Answer: C,D

NEW QUESTION # 15

A Contact Center Manager is implementing a new customer care program and wants to specifically measure customer loyalty. Which three measures satisfy this requirement? Choose 3 answers

- A. **customer satisfaction Survey**

- B. Net promoter Score
- C. Customer Purchase History
- D. Service Level Agreement
- E. Customer Support Requests

Answer: A,B,C

NEW QUESTION # 16

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