

Prep4sures Salesforce Service-Cloud-Consultant Exam Study Material: Your Ultimate Guide



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Experts before starting the compilation of "the Service-Cloud-Consultant latest questions", has put all the contents of the knowledge point build a clear framework in mind, though it needs a long wait, but product experts and not give up, but always adhere to the effort, in the end, they finished all the compilation. So, you're lucky enough to meet our Service-Cloud-Consultant Test Guide I, and it's all the work of the experts. If you want to pass the qualifying Service-Cloud-Consultant exam with high quality, choose our Service-Cloud-Consultant exam questions. We are absolutely responsible for you. Don't hesitate!

Salesforce Service-Cloud-Consultant exam is a challenging exam, and candidates are required to have extensive knowledge of the Salesforce Service Cloud platform to pass the exam. However, passing the exam and earning the certification can significantly boost the candidate's career prospects and open up new job opportunities in the industry. Certified Service Cloud consultants are in high demand, and their skills are highly valued by organizations looking to implement Salesforce Service Cloud solutions.

Salesforce Service-Cloud-Consultant exam consists of 60 multiple-choice questions, and candidates are given 105 minutes to complete the exam. Service-Cloud-Consultant exam tests the candidate's knowledge and expertise in various areas, including Service Cloud data model, Service Console, Omni-Channel, Service Cloud automation, and reporting and analytics. It also evaluates the candidate's ability to design and implement Service Cloud solutions that meet the business requirements of their clients.

Salesforce Service-Cloud-Consultant Exam is designed to test the knowledge and skills of professionals who work in the customer service industry and are looking to specialize in Salesforce's Service Cloud platform. Service-Cloud-Consultant exam is intended for individuals who have experience with Salesforce and are looking to obtain the Salesforce Certified Service Cloud Consultant certification. Service-Cloud-Consultant exam covers a wide range of topics, including service cloud automation, customer management, and service analytics.

>> Latest Service-Cloud-Consultant Exam Fee <<

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Passing an exam requires diligent practice, and using the right study Salesforce Certification Exams material is crucial for optimal performance. With this in mind, Prep4sures has introduced a range of innovative Service-Cloud-Consultant practice test formats to help candidates prepare for their Service-Cloud-Consultant. The platform offers three distinct formats, including a desktop-based Salesforce Service-Cloud-Consultant practice test software, a web-based practice test, and a convenient PDF format.

Salesforce Certified Service cloud consultant Sample Questions (Q36-Q41):

NEW QUESTION # 36

UC's service center needs to provide support for a new product line. The product manager would like to be notified whenever a customer reports a new defect. Which solution should a consultant recommend to meet this requirement?

(choose 1 answer)

- **A. Use a workflow rule to send an email to the product manager**
- B. Use an escalation rule to move cases into the product manager queue
- C. Use Chatter case feed and case teams to monitor cases
- D. Use an assignment rule to assign new cases to the product manager

Answer: A

NEW QUESTION # 37

Universal Containers want to identify potential delays in the customer support process. Which metric should the contact center management analyze? (Choose 1)

- **A. Average case stage duration.**
- B. Open cases by reason.
- C. Case volume by channel.
- D. Cases created by type.

Answer: A

NEW QUESTION # 38

Universal Containers is changing their case management system to Salesforce. All active accounts, contacts, open cases, and closed cases for the past five years must be migrated to Salesforce for go-live. Which approach should the Consultant use for data migration?

- A. Plan, Prepare, Validate, Execute, Test
- B. Prepare, Plan, Test, Execute, Validate
- C. Prepare, Plan, Validate, Execute, Test
- **D. Plan, Prepare, Test, Execute, Validate**

Answer: D

NEW QUESTION # 39

Cloud Kicks provides regular and special support to customers. When a special case is created, a dedicated account manager needs Read-Only access and a support specialist needs Read and Write access. Which feature will provide the required level of access?

- A. View All for Case
- **B. Case teams**
- C. Manager groups

Answer: B

Explanation:

To provide the required access levels for a dedicated account manager and a support specialist on special cases, utilizing Case Teams is the most effective solution. Case Teams allow for the customization of roles and access levels for each team member, ensuring that the account manager has Read-Only access while the support specialist has Read and Write access.

NEW QUESTION # 40

A company is planning for the migration of an existing external knowledge base into Salesforce Knowledge. Which set of factors should be considered when selecting the articles to migrate?

- **A. Last modified date and total number of article views in the last year**
- B. Last modified date and terms searched frequently in the last year
- C. Original creation date and total number of article views in the last year

Answer: A

Explanation:

When migrating an external knowledge base into Salesforce Knowledge, considering the last modified date and total number of article views in the last year is essential. These factors help identify the most relevant and frequently used content, ensuring that the migrated knowledge base is up-to-date and meets the users' needs.

The last modified date indicates the currency of the information, suggesting that the content is still relevant and maintained. The total number of views serves as an indicator of the article's usefulness and popularity among users. Focusing on these factors during the migration process ensures that the most valuable and current content is prioritized, enhancing the effectiveness of the Salesforce Knowledge base.

NEW QUESTION # 41

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