

Simulated Service-Cloud-Consultant Test - Service-Cloud-Consultant Real Exam Answers



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Our company has spent more than 10 years on compiling Service-Cloud-Consultant study materials for the exam in this field, and now we are delighted to be here to share our Service-Cloud-Consultant learnign guide with all of the candidates for the exam in this field. There are so many striking points of our Service-Cloud-Consultant Preparation exam. If you want to have a better understanding of our Service-Cloud-Consultant exam braindumps, just come and have a try!

Salesforce Service-Cloud-Consultant certification is a credential that validates the skills and knowledge of a professional in the field of Salesforce Service Cloud. It is designed to test the proficiency of individuals in implementing and configuring Salesforce Service Cloud, managing cases, knowledge bases, and communities, as well as integrating with other Salesforce products and third-party applications. Salesforce Certified Service cloud consultant certification exam is intended for consultants, administrators, developers, and architects who work with Salesforce Service Cloud and want to demonstrate their expertise in this area.

Salesforce Service-Cloud-Consultant Certification is highly valued in the job market as it demonstrates the candidate's expertise in Service Cloud solutions. Salesforce Certified Service cloud consultant certification is beneficial for professionals working in customer service, sales, marketing, and IT departments. Salesforce certified consultants are in high demand as companies are increasingly adopting Salesforce technology to manage their customer relationships.

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Research indicates that the success of our highly-praised Service-Cloud-Consultant test questions owes to our endless efforts for the easily operated practice system. Most feedback received from our candidates tell the truth that our Service-Cloud-Consultant guide torrent implement good practices, systems as well as strengthen our ability to launch newer and more competitive products. Accompanying with our Service-Cloud-Consultant exam dumps, we educate our candidates with less complicated Q&A but more essential information, which in a way makes you acquire more knowledge and enhance your self-cultivation. And our Service-Cloud-Consultant Exam Dumps also add vivid examples and accurate charts to stimulate those exceptional cases you may be confronted with. You can rely on our Service-Cloud-Consultant test questions, and we'll do the utmost to help you succeed.

Salesforce Service-Cloud-Consultant Certification Exam consists of 60 multiple-choice questions that are required to be completed within 105 minutes. Service-Cloud-Consultant exam is proctored online and can be taken from anywhere. The topics covered in the exam include Service Cloud functionality, designing and implementing Service Cloud solutions, and identifying industry best practices. Candidates are also tested on their knowledge of the Salesforce platform, including workflows, automation, and data management.

Salesforce Certified Service cloud consultant Sample Questions (Q196-Q201):

NEW QUESTION # 196

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

Answer: C

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 # 197

What approach should a Consultant use to ensure that Knowledge searches only display articles for a service agent's product specialization?

- A. Create a permission set for each record type; assign permissions to service agents.
- B. Create a data category for each product; assign data categories to service agents.
- **C. Create a page layout for each record type; assign layouts to service agents.**
- D. Create an article action for each record type; assign record types to service agents.

Answer: C

NEW QUESTION # 198

A Service Manager has recently implemented Salesforce Knowledge. Which three metrics should the Manager use to measure the success of the implementation? Choose 3 answers

- A. Number of published article views.
- **B. Number of successful keyword searches.**
- **C. Number of Chatter files attached to cases.**
- D. Number of content packs attached to cases.
- **E. Number of articles associated to cases.**

Answer: B,C,E

NEW QUESTION # 199

Universal Containers (UC) provides customer support for two separate business groups. UC requires that cases for each business group have different support processes and fields.

Which feature should a consultant implement to meet the requirement?

- A. Dynamic Forms
- **B. Record Types**
- C. Omni-Channel

Answer: B

Explanation:

To accommodate different support processes and fields for two separate business groups at Universal Containers (UC), implementing Record Types is the appropriate solution. Record Types enable UC to define different sets of picklist values, page layouts, and processes for each business group's cases. This allows for customization of the user interface and the data model to reflect the specific requirements of each group, ensuring that agents have access to the relevant fields and follow the correct process when managing cases.

This customization enhances the efficiency and effectiveness of case management by aligning it with the distinct needs of each business group.

