Salesforce Service-Cloud-Consultant Exam Dumps - Easiest Preparation Method [2026]

Exam	:	**Service Cloud Consultant**
Title	:	Salesforce Certified Service cloud consultant

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Salesforce Service-Cloud-Consultant Exam is a challenging but rewarding certification that can help professionals enhance their expertise in the Service Cloud platform. It is a globally recognized credential that demonstrates an individual's ability to design, implement, and manage complex service cloud solutions. If you are looking to enhance your career prospects in the IT industry, this certification is definitely worth considering.

Salesforce Certified Service cloud consultant Sample Questions (Q220-Q225):

NEW QUESTION # 220
Universal Containers is setting up a field service dispatch contact center. Which functionality should be considered when designing the contact center? (Choose 2)

- A. Predictive dialer for outbound calls
- B. Chatter groups for customer
- C. Visibility into service entitlements
- D. Mobile access to case information

Answer: C,D

NEW QUESTION # 221
A customer has a detailed question about product functionality. The customer would like access to expert customer subject-matter experts, and real-time access to company IT support experts. Which features will best help the customer? Choose 2 answers.

- A. Communities
- B. Public groups
- C. Salesforce Chat
- D. Mass email

Answer: A,C

NEW QUESTION # 222
Universal Containers would like to set up Salesforce to automatically route cases to the appropriate service reps based on the following criteria:
* Cases are generated via email, web form, or Experience site.
* Service reps should be able to handle three cases at a time.
* Service reps should be able to choose whether to accept new cases.
* The service rep's manager should have insight into the rep's workload.
Which tool should the administrator use to route cases based on the support team's requirements?

- A. Record-triggered Flow
- B. Case assignment rules
- C. Omni-Channel routing

Answer: C

Explanation:
Omni-Channel routing is the Salesforce feature designed for intelligent, skill-based, and capacity-based work distribution. It meets all of UC's requirements by:
* Automatically routing cases from multiple sources (email, web, Experience Cloud).
* Allowing configurable agent capacity (for example, three cases at a time).
* Enabling agents to manually accept or decline work via presence configuration.
* Providing manager visibility through Omni-Supervisor dashboards for workload monitoring.
Case Assignment Rules (Option B) can route records but lack capacity management and live workload tracking.

Record-triggered Flows (Option C) can automate routing logic but do not provide real-time queue and presence management or agent acceptance capabilities.
Referenced Salesforce Materials:
* Service Cloud Consultant Exam Guide - Interaction Channels Domain (Omni-Channel routing concepts).
* Salesforce Help: "Route Work to Agents with Omni-Channel".
* Salesforce Winter '23 Release Notes - Omni-Channel Enhancements (capacity-based routing).

NEW QUESTION # 223

Cloud Kicks is migrating from an external knowledge base to Salesforce Knowledge. Currently, users can select from 8 top-level topics. Each topic has 250 subtopics, arranged into a hierarc that is 10 levels deep.
What should a consultant recommend?

- A. Consolidate into 3 or fewer category groups.
- B. Assign up to 10 data categories per category group to each article.
- C. Organize up to 200 categories in each category group.
- D. Reorganize Into a hierarchy with 6 or fewer levels.

Answer: D

Explanation:
Explanation
Reorganizing into a hierarchy with 6 or fewer levels is a recommendation that the consultant should make to Cloud Kicks when migrating from an external knowledge base to Salesforce Knowledge. Salesforce Knowledge has a limit of 6 levels for data category hierarchies, which are used to organize and filter articles by topic or type. Data categories can help users find relevant articles based on their search criteria or case information. Cloud Kicks should restructure their existing topics and subtopics into data categories and data category groups that fit within the Salesforce Knowledge limits and best practices. Verified References: :
https://help.salesforce.com/s/articleView?id=sf.knowledge_categories_overview.htm&type=5 :
https://help.salesforce.com/s/articleView?id=sf.knowledge_categories_manage.htm&type=5 :
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NEW QUESTION # 224

The customer' support team at Universal Containers (UC) has noticed a large increase in Case Resolution times recently. UC wants to use Einstein for Service to help agents locate the relevant information more quickly.
Which feature should the consultant recommend?

- A. Einstein Bots 27: B is correct answer
- B. Einstein Reply Recommendations
- C. Einstein Article Recommendations

Answer: C

Explanation:
To help agents locate relevant information more quickly and address the increase in case resolution times, recommending the use of Einstein Article Recommendations is appropriate. This feature uses AI to suggest relevant Knowledge articles to agents based on the case context, enhancing efficiency and accuracy in resolving customer queries.

NEW QUESTION # 225

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