

# Salesforce Service-Cloud-Consultant New Real Exam - Service-Cloud-Consultant Reliable Test Test



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Salesforce Certified Service Cloud Consultant certification is a valuable credential for professionals who want to advance their careers in customer service management. Salesforce Certified Service cloud consultant certification demonstrates the candidate's expertise in designing and implementing scalable, efficient, and effective customer service solutions using the Salesforce platform. Salesforce Certified Service cloud consultant certification also validates the candidate's ability to manage service level agreements, optimize customer service processes, and provide excellent customer service to clients.

>>> **Salesforce Service-Cloud-Consultant New Real Exam** <<<

## Service-Cloud-Consultant Reliable Test Test & Valid Service-Cloud-Consultant Exam Vce

The desktop Salesforce Service-Cloud-Consultant practice exam software has all specifications of the web-based format. It is offline software that enables users to go through the Selling Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) practice exam without having any internet connection. Windows computers support the desktop Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) practice exam software.

### Salesforce Certified Service cloud consultant Sample Questions (Q55-Q60):

#### NEW QUESTION # 55

Universal Containers wants to maintain Service Level Agreements on its customer cases. Customers are provided different service levels based on their Services agreement. The VP of Customer Service wants to use Service Cloud to track and ensure senior management is alerted when cases have NOT completed certain stages.

Which Service Cloud feature should the Consultant recommend to address this requirement?

- A. Case Assignment
- **B. Entitlements and Milestones**
- C. Case Escalation
- D. Salesforce Console

**Answer: B**

Explanation:

Entitlements and milestones are Service Cloud features that help you track and ensure service level agreements (SLAs) on customer cases. Entitlements define the levels of support that customers are eligible to receive based on their products, service contracts, or warranties. Milestones define the critical steps in your support process, such as first response time or resolution time, and track whether they are completed on time. You can use entitlement processes to automate actions when milestones are approaching, violated, or completed, such as sending email notifications, assigning cases to queues or users, or changing field values. Verified References: Service Cloud Consultant Certification Guide & Tips, Set Up and Manage Entitlements and Milestones

#### NEW QUESTION # 56

A Service Manager has just configured Chat at a company site. Now, the Agents cannot see the Chat footer component in the .... Which configuration option should be verified?

- A. Verify that users are assigned the Chat feature license.
- B. Verify that users have access to the Chat buttons.
- C. Verify that users are assigned the Chat user profile
- D. Verify that users have access to the Chat public group.

**Answer: A**

Explanation:

Explanation

Verifying that users are assigned the Chat feature license is the configuration option that should be verified if agents cannot see the Chat footer component in the Service Console. A Chat feature license is a type of license that enables users to access Chat functionality, such as initiating, receiving, transferring, or ending chat sessions, sending quick texts or files, or viewing chat reports. Users must have a Chat feature license assigned to their user record in order to use Chat in the Service Console. Verified References: Service Cloud Consultant Certification Guide & Tips, Assign Chat Licenses

#### NEW QUESTION # 57

Universal Containers is looking for ways to provide more proactive support and to promote its brand on the internet with minimal investment. A consultant recommends installing the Social Customer Service Start Pack. Which two features should the consultant recommend as part of the deployment?

- A. Select two Twitter or Facebook accounts.
- B. Retrieve Social Studio credentials.
- C. Enable the Moderation feature to automatically create cases from posts.
- D. Create and assign permission sets to give agents social account access.

**Answer: A,D**

Explanation:

Customer Community Login licenses are used for external users who access Experience Cloud sites and need to view and execute reports with the ability to "Run as specified user". This license type allows users to create and manage cases, as well as access custom objects and tabs. Customer Community Login licenses are based on the number of monthly logins and are suitable for occasional users who do not need full access to standard CRM functionality. Verified References: Service Cloud Consultant Certification Guide & Tips, Experience Cloud User Licenses

#### NEW QUESTION # 58

Universal Containers (UC) is launching an implementation of Service Cloud. The project is missing the requirement for a suitable analytics solution to allow executives and service managers to view the current and trending key performance indicators (KPIs). Which recommendation should the Service Cloud Consultant make to help with this requirement?

- A. Recommend that UC invest in Tableau Next to use service-related intelligent apps or accelerators.
- B. Use Preconfigured Service Cloud Dashboards from AppExchange.
- C. Migrate UC's legacy service analytics by building a new set of custom report types.

**Answer: B**

Explanation:

Preconfigured Service Cloud Dashboards available on AppExchange provide out-of-the-box KPI tracking for service operations-

such as case volume, resolution times, SLA compliance, and agent productivity.

These dashboards are optimized for Salesforce data and can be customized to fit organizational goals.

Option A (custom report types) is time-consuming and not necessary for standard KPIs.

Option B (Tableau) offers advanced analytics but is not required for standard Service Cloud reporting.

Referenced Salesforce Materials:

\* Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.

\* Salesforce AppExchange Listing: "Service & Support Dashboards."

\* Salesforce Help: "Use Prebuilt Dashboards for Service Insights."

### NEW QUESTION # 59

The Universal Containers' customer support organization has implemented Knowledge Centered Support (KCS) in its call center.

However, the call center management thinks that agents are not contributing new knowledge articles as often as they should.

Which two should the company do to address this situation? Choose 2 answers

- **A. Create a dashboard that includes articles submitted by agents and approved for publication.**
- B. Measure and reward agents based on the number of new articles approved for publication.
- **C. Measure and reward agents based on the number of new articles submitted for approval.**
- D. Require agents to check a box on the case when submitting a new suggested article.

**Answer: A,C**

### NEW QUESTION # 60

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