

Valid Service-Cloud-Consultant Exam Cost & Latest Service-Cloud-Consultant Dumps Pdf



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What is the duration of the Service-Cloud-Consultant Exam

- Number of Questions: 60
- Passing Score: 67%
- Length of Examination: 105 minutes
- Format: Multiple choices, multiple answers

Salesforce Service-Cloud-Consultant certification is a valuable credential for professionals who work with the Salesforce Service Cloud. It demonstrates that the candidate has the knowledge and skills to configure and implement Service Cloud solutions. Salesforce Certified Service cloud consultant certification is recognized by employers and can help professionals advance their careers by opening up new job opportunities and higher salaries.

Salesforce Service-Cloud-Consultant Exam is a valuable certification for professionals who want to demonstrate their expertise in designing and implementing customer service solutions using the Salesforce platform. Salesforce Certified Service cloud consultant certification is designed to test the candidate's ability to manage service level agreements, optimize customer service processes, and provide excellent customer service to clients. By passing the Service-Cloud-Consultant exam, the candidate can become a Salesforce Certified Service Cloud Consultant and advance their career in customer service management.

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The committed team of the Prep4sures is always striving hard to resolve any confusion among its users. The similarity between our Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) exam questions and the real Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) certification exam will amaze you. The similarity between the Prep4sures Service-Cloud-Consultant PDF Questions and the actual Service-Cloud-Consultant certification exam will help you succeed in obtaining the

highly desired Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) certification on the first go.

Salesforce Certified Service cloud consultant Sample Questions (Q72-Q77):

NEW QUESTION # 72

Which Salesforce resource can be attached to a customer email using standard Case Management capabilities?

- A. Internal Chatter posts about the Case
- B. Upcoming Milestones for the Case's Entitlement
- C. Knowledge articles suggested by Einstein

Answer: C

Explanation:

Salesforce allows Knowledge articles suggested by Einstein to be attached to customer emails as part of standard Case Management capabilities. Einstein's AI-driven recommendations help agents by surfacing relevant Knowledge articles based on the case context, which can then be shared with customers to provide self-service options or additional information. This feature not only enhances the efficiency of case resolution by equipping customers with helpful resources but also leverages the power of AI to improve the relevance and personalization of customer communications, thereby enriching the overall service experience.

NEW QUESTION # 73

Universal Containers (UC) is planning a Service Cloud implementation involving complex integrations with external systems. Which project management methodology should the consultant recommend?

- A. Waterfall
- B. Agile
- C. Six Sigma

Answer: C

NEW QUESTION # 74

A company is changing its case management system to Salesforce. All active accounts, contacts, and closed cases for the past 5 years must be migrated to Salesforce for go-live.

Which approach should be used for the data migration?

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

Answer: A

Explanation:

Explanation

The steps are as follows:

Prepare: Identify the data sources, formats, volumes, and quality. Define the data mapping and transformation rules. Cleanse and deduplicate the data.

Plan: Define the migration strategy, scope, timeline, resources, and tools. Establish the security and backup procedures. Document the migration plan and get approval from stakeholders.

Test: Perform a trial run of the migration using a subset of data in a sandbox environment. Verify the data quality, integrity, and performance. Identify and resolve any issues or errors.

Execute: Perform the actual migration using the full data set in the production environment. Follow the migration plan and monitor the progress. Log any issues or errors and resolve them as soon as possible.

Validate: Review the migrated data and compare it with the source data. Check for any discrepancies, duplicates, or missing values. Confirm that the data meets the business requirements and expectations.

Verified References: [Data Migration Strategy in Salesforce]

NEW QUESTION # 75

Universal Containers email policy requires that all email traffic remain within its firewall. Currently, the company has 200 support agents handling email from five different time zones.

Which solution should a consultant recommend?

- A. Salesforce for Outlook
- **B. Email-to-Case**
- C. On-Demand Email-to-Case
- D. Web-to-Case

Answer: B

Explanation:

Explanation

Email-to-Case is a solution that can meet the requirement of Universal Containers' email policy that requires all email traffic to remain within its firewall. Email-to-Case allows administrators to set up an email service that runs on their own servers and converts email messages into cases in Salesforce. Email-to-Case does not require any email messages to be sent or received outside the company's firewall, unlike On-Demand Email-to-Case. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.case_email_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.case_email_email2case.htm&type=5

NEW QUESTION # 76

Cloud Kicks uses the Service Console, Service agents frequently link related cases to each other, Service agents have asked to see the most recent feed activity on the related case without having to manually open the record.

Which feature should a Service Cloud consultant recommend to improve the user experience?

- A. Macro to open related cases
- B. Quick Actions added to the case page
- C. Actions and Recommendations component
- **D. Customized case hovers**

Answer: D

NEW QUESTION # 77

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