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The Service-Cloud-Consultant exam is a multiple-choice exam that consists of 60 questions. Candidates have 105 minutes to complete the exam, and they must score at least 67% to pass. Service-Cloud-Consultant exam is administered by Salesforce and can be taken at any of their authorized testing centers or online.

Salesforce Service Cloud Consultant certification exam tests an individual's knowledge of the Salesforce Service Cloud application and its functionality. It is a comprehensive exam that covers a wide range of topics, including Service Cloud data model, service console, knowledge management, case management, and integration with other applications. Service-Cloud-Consultant exam is designed to ensure that certified professionals have the skills and expertise needed to implement and manage Service Cloud solutions that meet their clients' needs.

The Service-Cloud-Consultant Certification Exam tests a candidate's knowledge in various areas of the Service Cloud, including case management, knowledge management, contact center setup, and integration with other Salesforce products. Service-Cloud-Consultant exam consists of 60 multiple-choice questions and has a time limit of 105 minutes. To pass the exam, candidates need to

score at least 67%, and the exam fee is \$200. Achieving the Salesforce Certified Service cloud consultant certification demonstrates a candidate's expertise in the Service Cloud and can help them advance their career in the Salesforce ecosystem.

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Salesforce Certified Service cloud consultant Sample Questions (Q114-Q119):

NEW QUESTION # 114

Universal Containers has recently implemented an Experience Cloud site to allow its customers to create and update their cases online. Customers should only be able to access the cases where they are listed as the contact, including cases created by the their behalf. support team on What should a consultant recommend to meet the requirement?

- A. An organization-wide default of Public Read/Write on the Case object
- **B. A sharing set to grant the Experience Cloud site user access to records associated to their Contact record**
- C. A sharing rule to ensure record access is granted based on the Experience Cloud site user role hierarchy

Answer: B

Explanation:

To ensure customers can access only their cases, including those created on their behalf, configuring a sharing set in the Experience Cloud site is recommended. This grants site users access to case records associated with their contact, ensuring secure and appropriate visibility in line with the requirement.

NEW QUESTION # 115

What are benefits of deploying Knowledge in a high volume Service Cloud portal? (Choose 2)

- **A. Reduces incoming call volume**
- B. Eliminates tracking of customer entitlements
- **C. Uncovers gaps in the knowledge base**
- D. Replaces the need for an email channel

Answer: A,C

NEW QUESTION # 116

Universal Containers has four internal divisions that use Salesforce Knowledge. Compliance requirements mandate that each division should only have access to its own articles when performing a search. Which solution should a consultant recommend to meet this requirement?

- A. Create separate data category groups for each division and assign the category to a division profile.
- B. Create a sharing rule for each division to provide access based on criteria of the article.
- C. Create a sharing rule for each division to provide access using the role hierarchy.
- **D. Create a single data category group for each division and provide access using the role hierarchy.**

Answer: D

NEW QUESTION # 117

Universal Containers has Technical Support and general Customer Service teams that use unique Service Console applications.

Which two configurations should a Consultant use when deploying the console? Choose 2 answers

- A. Assign users to a Permission Set with access to the service console app.
- B. Assign users to a Permission Set granting the Service User license.
- C. Assign users the Service User license on their User record.
- D. Assign users to a Public Group with access to the service console app.

Answer: A,C

NEW QUESTION # 118

What solution should a consultant recommend while designing a plan to decrease a company's cost per call? (Choose 2)

- A. Bypass entitlement verification
- B. Increase the Call-to-Order ratio
- C. Use suggested Knowledge articles
- D. Use integrated voice response

Answer: C,D

NEW QUESTION # 119

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