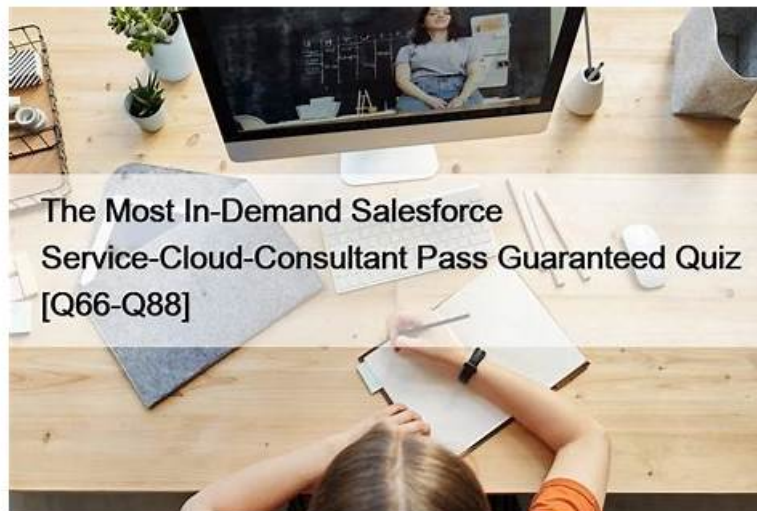# Pass Guaranteed Quiz 2026 Salesforce Service-Cloud-Consultant Useful New Test Topics

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This is a desktop-based exam simulator software. The user can easily get used to its format and it is compatible with Windows. It has a bank of the actual Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) exam questions, going through them will prove to be vital for your Salesforce Service-Cloud-Consultant exam preparation since a candidate must know his lacking points. The Service-Cloud-Consultant Practice Exam simulator is reliable because its Salesforce Service-Cloud-Consultant exam questions have been compiled by experts and you can be sure of their validity and accuracy. All features of the web-based practice exam are present in this software.

Earning the Salesforce Certified Service cloud consultant certification can provide several benefits to professionals. It can help individuals demonstrate their expertise in implementing and managing Service Cloud solutions, which can lead to better job opportunities and career growth. It can also help organizations identify and hire qualified professionals who can help them maximize their investment in Salesforce Service Cloud.

Salesforce Service-Cloud-Consultant Certification Exam is a multiple-choice exam that consists of 60 questions. Test takers have 105 minutes to complete the exam and must score at least 68% to pass. Service-Cloud-Consultant exam can be taken online or in-person at a certified testing center.

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>> New Service-Cloud-Consultant Test Topics <<

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If you are curious or doubtful about the proficiency of our Service-Cloud-Consultant practice materials, we can explain the painstakingly word we did behind the light. By abstracting most useful content into the Service-Cloud-Consultant practice materials, they have help former customers gain success easily and smoothly. The most important part is that all contents were being sifted with diligent attention. No errors or mistakes will be found within our Service-Cloud-Consultant practice materials. We stress the primacy of customers' interests, and make all the preoccupation based on your needs.

To prepare for the Service-Cloud-Consultant Exam, candidates can take advantage of the various study resources and training available from Salesforce. These resources include self-paced online courses, instructor-led training, and study guides. Candidates can also join online study groups or hire a certified Salesforce consultant to help them prepare for the exam.

Salesforce Certified Service cloud consultant Sample Questions (Q163-Q168):

NEW QUESTION # 163

Universal Containers would like for article to be different channel for social interactions.
What solution should a consultant recommend?

- A. Set up communication channel layouts in the object manager to use Insert Article into Social post.
- B. Create a Visualforce page on the customer community portal.
- C. Create a Chatter group and invite the customer to join with an external chatter user.
- D. Set up insert Article into Social post and enable the customer community portal.

Answer: A

Explanation:
Explanation
Setting up communication channel layouts in the object manager to use Insert Article into Social post is a solution that can enable article insertion into social interactions in Lightning Knowledge. Communication channel layouts allow administrators to customize how articles appear in different channels, such as email, chat, or social media. Insert Article into Social post is an action that allows agents to insert articles into social posts using Social Customer Service. Verified References: :
https://help.salesforce.com/s/articleView?id=sf.knowledge_communication_channel_layouts.htm&type=5 :
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NEW QUESTION # 164
Universal Containers 'IT policy prevents third-party software from being installed on employee computers.
However, the VP of Service has asked that cases be automatically created from customer emails.
What solution should a consultant recommend?

- A. web-to-Case
- B. On-Demand Email-to-Case
- C. Email-to-Case
- D. An AppExchange package

Answer: B

Explanation:
Explanation
On-Demand Email-to-Case is a feature that allows you to automatically create cases from customer emails without installing any software on your email server. It uses an email service provided by Salesforce to convert emails into cases and route them to the appropriate queues or agents. This solution meets the IT policy of Universal Containers, as it does not require any third-party software installation. Verified References: On-Demand Email-to-Case

NEW QUESTION # 165
Universal Containers' contact center would like to measure and communicate case escalation rates to management. Which solution should a consultant recommend to meet this requirement?

- A. Create a formula field on the case record to calculate percentage of escalated cases
- B. Create a daily snapshot report of all cases and calculate percentage of escalated cases
- C. Create a bucket field on a report to calculate the percentage of escalated cases
- D. Create a case report with a custom summary formula to calculate the percentage of escalated cases

Answer: D

NEW QUESTION # 166
Universal Containers wants to implement best practices for its customer support teams and has decided to follow a Knowledge - Centered Support (KCS) methodology.
Which two benefits can be expected from KCS adoption?
Choose 2 answers

- A. Reduced issue resolution time
- B. A knowledge article life cycle that evolves based on usage and demand

- C. Reduced first contact resolution
- D. A knowledge article life cycle that is implemented correctly the first time and does not need to change

Answer: A,B

Explanation:
Explanation
These are two benefits that can be expected from Knowledge-Centered Support (KCS) adoption. KCS is a methodology that focuses on creating and maintaining knowledge as a by-product of solving issues. KCS advocates for a knowledge article life cycle that evolves based on usage and demand, meaning that articles are updated and improved based on feedback, analytics, and relevance. KCS also aims to reduce issue resolution time by enabling agents to find and reuse existing knowledge articles, as well as creating new articles for future use. Verified References: :
https://help.salesforce.com/s/articleView?id=sf.knowledge_kcs_overview.htm&type=5 :
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NEW QUESTION # 167

Universal Containers (UC) plans to implement a chatbot within its healthcare division to increase case deflection, reduce wait times, and save agents time so they can work on more complex issues.
The UC stakeholder has raised a risk about the Health Insurance Portability and Accountability Act (HIPAA) and other common compliance standards when using chatbots.
What should a consultant do to address the risk?

- A. Conduct a discovery session with the stakeholder to ensure the voice and tone of the bot meet the required healthcare compliance standards.
- B. Create a bot in the production org and use the information captured in Conversation Logs to confirm that no healthcare data was discussed.
- C. Share Information about bot security, availability, and confidentiality of healthcare data found on Salesforce Trust and Einstein Platform Compliance.

Answer: C

Explanation:
To address concerns about compliance with HIPAA and other standards when using chatbots, sharing detailed information on bot security, data availability, and confidentiality from Salesforce Trust and Einstein Platform Compliance resources is recommended. This reassures stakeholders of the measures in place to protect sensitive healthcare data and maintain compliance.

NEW QUESTION # 168

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