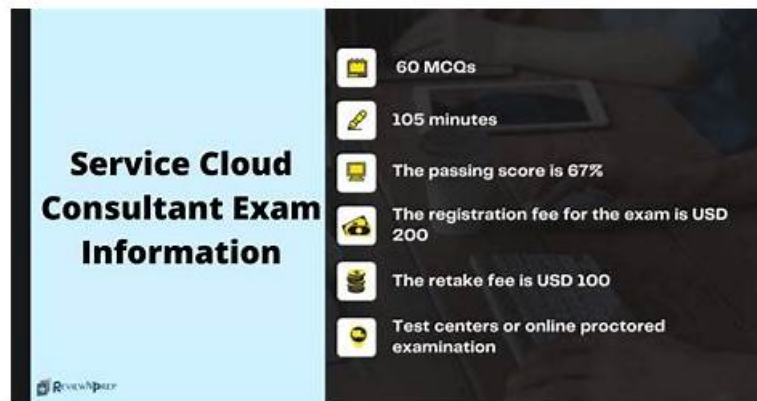


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Salesforce Service-Cloud-Consultant Certification Exam consists of 60 multiple-choice questions that need to be completed in 105 minutes. Service-Cloud-Consultant exam covers topics such as service cloud implementation, managing cases, knowledge management, service cloud analytics, and integration. To qualify for the certification, candidates need to score at least 68% in the exam. Salesforce Certified Service cloud consultant certification is valid for three years and can be renewed by passing a maintenance exam or by completing relevant training courses. Salesforce Certified Service cloud consultant certification is highly valued by employers and is a testament to the knowledge and expertise of the certified professional in Salesforce service cloud implementation.

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Salesforce Certified Service cloud consultant Sample Questions (Q286-Q291):

NEW QUESTION # 286

Service Representatives are complaining that their Lightning Service Console is too crowded making it difficult to find the tabs and features they need. After reviewing the Service Representatives console use, all configured features are required. Which solution should a Consultant suggest to improve the efficiency of console users?

- A. Configure Macros
- B. Enable Keyboard shortcuts
- C. Define criteria-based record page components
- D. Create multiple Console layouts

Answer: C

Explanation:

Criteria-based record page components are components that only display on a record page when certain conditions are met. For example, you can show a component only when the case status is closed, or when the case priority is high. This way, you can reduce the clutter on the Lightning Service Console and make it easier for service representatives to find the tabs and features they need. You can use the Lightning App Builder to define criteria-based record page components for different objects and apps. Verified References:

[Criteria-Based Record Page Components]

NEW QUESTION # 287

Universal Containers wants to implement best practices for its customer support teams and has decided to follow a Knowledge-Centered Support (KCS) methodology. Which benefit can be expected?

- A. Reduced issue resolution time
- B. Reduced first contact resolution time
- C. Reduced post-interaction time

Answer: A

Explanation:

Implementing a Knowledge-Centered Support (KCS) methodology focuses on integrating knowledge creation and maintenance into the problem-solving process. This approach ensures that as agents resolve customer issues, they simultaneously create or refine knowledge articles. Over time, this leads to a rich knowledge base that can be leveraged to solve similar issues more quickly, thus reducing the overall issue resolution time as agents and customers alike can find answers more efficiently.

NEW QUESTION # 288

Universal Containers is trying to reduce the amount of time support agents spend creating cases. The new method for case creation must allow for 4000-5000 new cases a day, as well as the attachment of documents under 25 MB by the customer. Which method should the Consultant suggest?

- A. Web-to-Case forms
- B. On-Demand Email-to-Case
- C. Omni-Channel routing
- D. Standard Email-to-Case

Answer: D

NEW QUESTION # 289

Universal Containers plans to migrate data into SFDC from a legacy system. Which step should be taken before performing the migration of the data (Choose 2)?

- A. Enable data validation rules
- B. Normalize database

- C. Perform data cleaning
- D. Develop data map

Answer: C,D

NEW QUESTION # 290

After migrating from Knowledge to Lightning Knowledge, Authors are unable to create FAQ article type, but can successfully create Install Notes articles type. Support Managers have confirmed that articles of types FAQ exist in Production. How should a consultant correct this problem

- A. Add Authors to the FaQ Data Category.
- B. Grant Authors access to the FAQ article type.
- C. Grant Authors access to the FaQ record type
- D. Set article Org Wide Default to Public ReadWrite.

Answer: C

NEW QUESTION # 291

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