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Salesforce Service-Cloud-Consultant learning materials are new but increasingly popular choices these days which incorporate the newest information and the most professional knowledge of the practice exam. All points of questions required are compiled into our Salesforce Certified Service cloud consultant Service-Cloud-Consultant Preparation quiz by experts. By the way, the Service-Cloud-Consultant certificate is of great importance for your future and education.

Salesforce Service-Cloud-Consultant exam is designed for professionals who specialize in Salesforce Service Cloud. Salesforce Certified Service cloud consultant certification is ideal for professionals who are responsible for designing, configuring, and implementing solutions that support customer service and support processes. Service-Cloud-Consultant exam tests the candidate's knowledge of Salesforce Service Cloud features and functionality, including case management, service level agreements, entitlements, and knowledge management. Salesforce Certified Service cloud consultant certification requires candidates to have a deep understanding of the Salesforce platform and its capabilities as they relate to customer service and support.

Salesforce Service-Cloud-Consultant Exam consists of 60 multiple-choice questions that need to be completed within 105 minutes. Service-Cloud-Consultant exam covers a wide range of topics including service cloud implementation, service cloud data model, case management, knowledge management, service console, and service analytics. Service-Cloud-Consultant exam also tests your ability to understand and interpret customer requirements, design and implement customer solutions, and manage customer relationships.

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Salesforce Certified Service cloud consultant Sample Questions (Q75-Q80):

NEW QUESTION # 75

Universal Containers wants to notify Support Managers when a new case has been untouched for more than two business days. Which approach should a consultant implement?

- A. Create a Process Builder with Scheduled Actions.
- **B. Define Case Auto-Response Rules.**
- C. Establish Case Assignment Rules.
- D. Configure Case Escalation Rules.

Answer: B

NEW QUESTION # 76

Universal Containers wants to let its customers interact real-time with support agents from their computers and mobile devices. What feature should a consultant recommend to meet this requirement?

- A. Web-to-Case
- B. Case Assignment Rules
- **C. Embedded Chat Service**
- D. Customer Community

Answer: C

NEW QUESTION # 77

Cloud Kicks pride support to customers across the world and uses the Lightning experience. Service agents have a set of common responses. Managers would like to consolidate the responses as Quick Text, translate them to multiple languages and share them to the correct groups of service agents.

What should a consultant recommend to meet the requirements?

- A. Share each Quick Text individually to Public Groups.
- B. Use translation Workbench to localize each Quick Text.
- **C. Share the Folder with Quick text for each language.**
- D. Set the Organization-Wide default to Public Ready Only.

Answer: C

Explanation:

Explanation

Sharing the Folder with Quick Text for each language is the recommended solution to meet the requirements, because it allows CK to consolidate, translate, and share the common responses as Quick Text. Quick Text is a feature that enables service agents to insert predefined messages, such as greetings, answers, or closing statements, into emails, chats, tasks, events, and more. Quick Text can be organized into folders and shared with different groups of users based on their language or role. Quick Text can also be translated into multiple languages using Translation Workbench or a third-party service. Verified References: : Quick Text Overview :: Share Quick Text Using a Folder in Lightning Experience :: Translate Quick Text

NEW QUESTION # 78

Ursa Major Solar's support department would like to implement an entitlement process to ensure customers receive the appropriate support based on their service level agreements (SLAs) Which two features need to be configured as part of the implementation?

Choose 2 answers

- A. Assignment Rule
- **B. Milestones**
- **C. Workflow Actions**
- D. Escalation Rule

Answer: B,C

NEW QUESTION # 79

A consultant needs to import 2,000 source articles for a Salesforce Knowledge implementation. The source articles are in HTML and contain several images. All of the articles are FAQs.

Before importing the articles into Knowledge, which step should a consultant perform? (Choose 3)

- A. Set up a zip file that contains the CSV, HTML, and image files.
- B. Set the publication status of the article name to draft status
- C. Create the custom fields for the slide type
- D. Create the data categories and set up the data category values.
- E. Set up the article actions and assign publishers to each action

Answer: A,D,E

NEW QUESTION # 80

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