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Salesforce Service-Cloud-Consultant Certification Exam is designed for professionals who specialize in Salesforce Service Cloud implementation and management. Salesforce Certified Service cloud consultant certification demonstrates a thorough understanding of the Salesforce Service Cloud platform and its capabilities, including service automation, knowledge management, and omni-channel support. Salesforce Certified Service cloud consultant certification is ideal for those who work in customer service, support, and call center management.

Salesforce Certified Service cloud consultant Sample Questions (Q273-Q278):

NEW QUESTION # 273
Cloud Kicks wants to easily turn social network posts into cases to respond to customer complaints. Support agents will need to respond to posts on Facebook, twitter, and instagram.
What is the recommended license to meet the requirement?

- A. Einstein Reply Recommendations
- B. Service Cloud User feature license
- C. Einstein Social Insights add-on
- D. Social Service Pro add-on

Answer: B

NEW QUESTION # 274
An outsourced contact center is losing part-time agents to a nearby contact center that promotes flexible scheduling. Which method can be used to improve agent retention? Choose 2 answers:

- A. Provide additional training on tools and process
- B. Mix telephony interactions with email and chat
- C. Extend benefits to part-time agents
- D. Allow shift trading between agents

Answer: C,D

NEW QUESTION # 275
Which document should be created to support the initial planning phase of an implementation project? (Choose 2)

- A. Requirements traceability matrix
- B. Project kickoff presentation
- C. Solution design document
- D. Project milestones

Answer: B,D

NEW QUESTION # 276
Universal containers wants to provide its 20 million customers with a portal where they can:
- Submit inquiries,
- Monitor the status of those inquiries,
- View their contact information.
To meet these requirements, which type of portal license would be most appropriate for the customers?

- A. Partner Community
- B. Customer Community
- C. Sites

- D. Employee Community

Answer: B

NEW QUESTION # 277

Cloud Kicks has implemented a review process for all new knowledge articles. Each article must be reviewed and approved by a subject matter expert before becoming available to users.

Which step is necessary to make articles visible in all the selected channels?

- A. The Approval Process will automatically Publish.
- B. Agents must click Publish after the Approval Process.
- C. Set the final approval action to "Lock the record for editing".
- D. Approve articles from the Knowledge approval page to Publish.

Answer: D

Explanation:
Explanation
Approving articles from the Knowledge approval page to Publish is a necessary step to make articles visible in all the selected channels after implementing a review process for all new knowledge articles. The Knowledge approval page is a page that shows all the articles that are pending approval or have been approved or rejected.
Approving articles from this page will change their status to Published, which means they are visible in all the selected channels, such as internal app, customer community, or public knowledge base. Verified References: :
https://help.salesforce.com/s/articleView?id=sf.knowledge_approval_page.htm&type=5 :
https://help.salesforce.com/s/articleView?id=sf.knowledge_article_visibility.htm&type=5

NEW QUESTION # 278

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