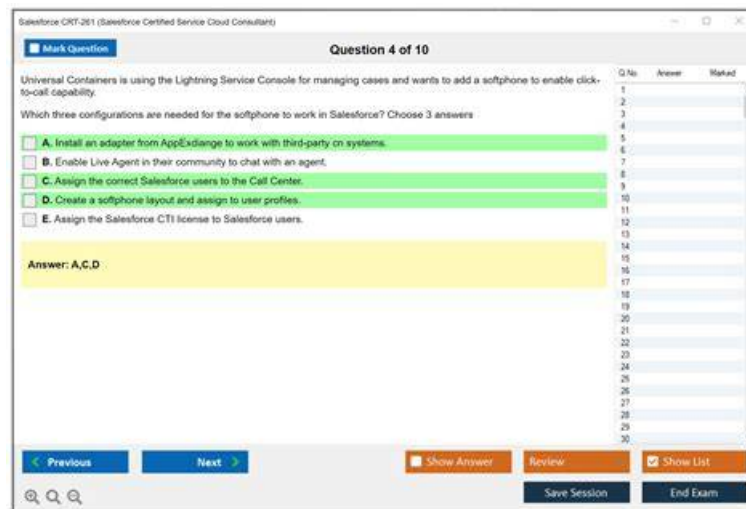


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Salesforce Service-Cloud-Consultant Exam Syllabus Topics:

Section	Weight	Objectives
Integrations	10%	- Explain the use cases and considerations for core Service Cloud integrations - Explain the use cases and considerations for third-party solutions and connections to external sources of data
Industry Knowledge	12%	- Explain the factors that influence key Contact Center metrics and key performance indicators (KPIs) - Determine the risks, benefits, and business challenges of meeting a client's desired outcome - Given a set of business requirements, recommend an appropriate use for AI agents in the customer service process - Given a set of business goals, discuss the use cases and functionality for proposed interaction channels
Intake and Interaction Channels	13%	- Explain agentic service capabilities, use cases, and configuration processes - Given business process requirements, recommend the appropriate approach to intake channels and their design - Assess the design considerations and best practices when configuring an interaction channel solution
Contact Center Analytics	5%	- Explain the capabilities and use cases for Salesforce and third-party reporting tools - Given a set of desired metrics, determine the appropriate reporting solution
Service Cloud Solution Design	16%	- Given a scenario, understand the appropriate Service Cloud features and capabilities to solve a business problem - Given a scenario, analyze customer requirements to determine appropriate solution design

Knowledge Management	9%	- Describe the key features of Lightning Knowledge - Explain the knowledge article lifecycle and its implications - Given a scenario, recommend the appropriate approach for Knowledge migration and deployment
Implementation Strategies	12%	- Explain the considerations and implications for data migration, data quality, data governance, and large data volumes - Given a scenario, determine how to participate in a successful consulting engagement - Given a scenario, recommend appropriate Service Cloud deployment and training strategies
Case Management	15%	- Explain the relationships between cases and other core features such as assets, entitlements, and work orders - Given a set of requirements, design the case management solution - Describe the capabilities and use cases for case assignment, escalation, and auto-response

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Service-Cloud-Consultant New Dumps Ebook & Exam Service-Cloud-Consultant Lab Questions

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Salesforce Certified Service cloud consultant Sample Questions (Q97-Q102):

NEW QUESTION # 97

Universal Containers provides customer support for both new products and routine maintenance of existing products. The cases for both types have many stages and fields in common; however, the maintenance cases have additional stages and fields that need to be captured. Which feature should a consultant recommend to accomplish this objective?

- A. Approval Processes
- B. Support Types
- **C. Support Processes**

Answer: C

Explanation:

To accommodate the common stages and fields for new product support cases and the additional stages and fields for maintenance cases, implementing Support Processes is recommended. Support Processes allow for the customization of case stages based on the type of support being provided, ensuring that all necessary information is captured accurately for each case type.

NEW QUESTION # 98

Universal Containers (UC) wants to implement Service Cloud using Agile methodology. How should the consultant recommend delivering a successful implementation?

- A. Generate all of the requirements with UC executives and then develop the project schedule.
- **B. Generate continuous feedback from the project team, and adjust the requirements and deliverables accordingly.**
- C. Finish all of the project requirements at once and deliver a complete solution.

Answer: B

Explanation:

For a successful implementation of Service Cloud using Agile methodology, generating continuous feedback from the project team and making iterative adjustments to requirements and deliverables is crucial. This approach ensures that the project remains aligned

with client needs and can adapt to changes or new insights as the implementation progresses.

NEW QUESTION # 99

Managers at Cloud Kicks often need to update the Case Type field for up to 75 cases at one time using list views. Which Service Console productivity tool should a consultant recommend?

- A. Run a macro on each case.
- B. Use a keyboard shortcut.
- C. Use a mass Quick Action.

Answer: C

Explanation:

For managers at Cloud Kicks who need to update the Case Type field for multiple cases at once using list views, utilizing a mass Quick Action is the recommended Service Console productivity tool. Mass Quick Actions allow users to make updates to multiple records simultaneously from a list view, streamlining the process of updating case information and enhancing efficiency in case management workflows.

NEW QUESTION # 100

Universal Containers wants to automate case management for the web support team.

When new cases come in from the website they should be routed to the support team to work in the order that they are submitted. Which approach should a Consultant implement?

- A. Contact Request flow
- B. Lightning Component
- C. Direct Messaging
- D. Case queues

Answer: D

Explanation:

Case queues are an approach that a consultant should implement to automate case management for the web support team. Case queues are locations where cases are routed to await processing by a group of users. Case queues can be used to assign cases to the web support team based on criteria such as case origin, priority, or type. Case queues also allow agents to work on cases in the order that they are submitted. Verified References:

https://help.salesforce.com/s/articleView?id=sf.customize_queues.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.customize_casequeues.htm&type=5

NEW QUESTION # 101

UC has discovered that the average time an agent takes to resolve a case has increased. What should a consultant recommend to help reverse this trend? Choose 2 answers.

- A. Track social sentiment across social media outlets
- B. Hire more agents for the contact centers
- C. Configure entitlements and milestones to enforce SLAs
- D. Improve the training provided to existing agents

Answer: B,D

NEW QUESTION # 102

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