

Salesforce Service-Cloud-Consultant PDF Questions - Guaranteed Success



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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.

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Salesforce Certified Service cloud consultant certification is highly valued by employers and clients alike as it is a testament to the individual's expertise in the field. Those who hold the certification are recognized as experts in Service Cloud and are often sought after for their knowledge and skills. Salesforce Certified Service cloud consultant certification is also an excellent way for professionals to enhance their career prospects and take their expertise to the next level. With a growing demand for Service Cloud consultants in the market, obtaining this certification can provide individuals with a competitive edge and open up new career opportunities.

Professionals who achieve the Salesforce Service-Cloud-Consultant Certification are recognized as experts in Salesforce Service Cloud and are equipped to deliver exceptional customer service experiences. Salesforce Certified Service cloud consultant certification not only validates the skills and knowledge of professionals but also opens up numerous career opportunities in the field of Salesforce Service Cloud. With the increasing demand for customer-centric solutions, the Salesforce Service-Cloud-Consultant certification is an excellent way to enhance your career prospects and gain a competitive edge in the job market.

Salesforce Certified Service cloud consultant Sample Questions (Q269-Q274):

NEW QUESTION # 269

Universal Containers wants to reduce incoming support phone call volume. What action can be taken to meet this requirement? Choose 2 answers.

- **A. Leverage Live Agent for web-based chat.**
- **B. Implement Salesforce Knowledge on a portal.**
- C. Enable service contracts and entitlements.
- D. Implement Salesforce Console for Service to support agents.

Answer: A,B

NEW QUESTION # 270

Universal Containers is changing their case management system to Salesforce. All active accounts, contacts, open cases, and closed cases for the past five years must be migrated to Salesforce for go-live. Which approach should the Consultant use for data migration?

- A. Plan, Prepare, Validate, Execute, Text
- B. Prepare, Plan, Text, Execute, Validate
- C. Prepare, Plan, Validate, Execute, Text
- **D. Plan, Prepare, Test, Execute, Validate**

Answer: D

NEW QUESTION # 271

UC is concerned with system performance in its contact center because the number of records has exceeded 40 million. What platform functionality might be affected by the number of contact records?

- A. Contact related list load time
- **B. Contact report run time**
- C. Contact view page load time
- D. Contact list view edit time

Answer: B

NEW QUESTION # 272

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?

- Answer: B**

What are three considerations when adding a report chart to a Console Component? Choose 3 answers

- A. The report has a standard Report Type.
- B. The report contains a chart.
- C. The report is a Summary or Matrix report.
- D. The report is shared with a Chatter Group.
- E. The report chart is added to the Page Layout.

Answer: B,C

NEW QUESTION # 274

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