

Salesforce Service-Cloud-Consultant Lead2pass Review, Valid Service-Cloud-Consultant Exam Topics

Salesforce Service Cloud Consultant Practice Questions

Salesforce Certified Service cloud consultant

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The Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) practice test questions are customizable which means that the customers can customize the time and Service-Cloud-Consultant exam questions types according to their needs. These Salesforce Service-Cloud-Consultant Practice Tests are based on real based examination scenarios which help the students practice under real Service-Cloud-Consultant exam questions pressure and learn to control it.

Salesforce Service-Cloud-Consultant exam is a certification program that is designed to test your knowledge and expertise in the field of Salesforce Service Cloud. It is a challenging exam that requires a thorough understanding of Salesforce Service Cloud and its various components. As a Salesforce Certified Service cloud consultant, you will be able to help businesses to implement and optimize their customer service processes using the Salesforce platform.

What is the duration of the Service-Cloud-Consultant Exam

- Format: Multiple choices, multiple answers
- Length of Examination: 105 minutes
- Number of Questions: 60
- Passing Score: 67%

Salesforce Service-Cloud-Consultant Exam Dumps [2026] - Effective Preparation Material

Our company has been engaged in compiling professional Service-Cloud-Consultant exam quiz in this field for more than ten years. Our large amount of investment for annual research and development fuels the invention of the latest Service-Cloud-Consultant study materials, solutions and new technologies so we can better serve our customers and enter new markets. We invent, engineer and deliver the best Service-Cloud-Consultant Guide questions that drive business value, create social value and improve the lives of our customers. During nearly ten years, our company has kept on improving ourselves, and now we have become the leader on Service-Cloud-Consultant study guide.

Passing the Salesforce Service-Cloud-Consultant Exam requires a deep understanding of Service Cloud best practices, as well as the ability to apply that knowledge to real-world scenarios. Candidates must also be able to effectively communicate their ideas and recommendations to clients and stakeholders, as well as collaborate with other members of the project team.

Salesforce Certified Service cloud consultant Sample Questions (Q151-Q156):

NEW QUESTION # 151

Universal Containers (UC) wants to improve case management by assigning cases to agents based on their relevant product specialization. UC also wants to automatically assign agents to the next case to evenly distribute the case workload. Which Omni-Channel feature meets the requirements?

- A. Use the most available routing model.
- B. Use Most Cases Closed report.
- C. Use the agents' Presence Status.

Answer: A

Explanation:

To assign cases based on agents' product specialization and ensure even distribution of case workload, using Omni-Channel's "Most Available" routing model is suitable. This model assigns work based on agents' capacity and specialization, balancing the workload among agents while ensuring cases are matched with the appropriate expertise.

NEW QUESTION # 152

What statement is true about the Salesforce Knowledge article lifecycle?

- A. Article permission sets allow agents to participate in the article publishing process
- B. Articles CANNOT be published until they are reviewed and validated by a qualified author
- C. Approval process CANNOT allow publishing of articles that have specific validation statuses
- D. Knowledge uses public groups as a way to assign users to specific tasks related to articles

Answer: A

NEW QUESTION # 153

Universal Containers plans to migrate its existing knowledge base into Salesforce Lightning Knowledge.

Which three statements should be considered?

Choose 3 answers

- A. Approval process history migrate to Lightning Knowledge.
- B. Attachments and .html files in Classic Knowledge are moved to the Files object.
- C. Each article must be associated to a record type.
- D. Visualforce pages refer to Classic article types.
- E. Article numbers change during migration.

Answer: A,B,C

NEW QUESTION # 154

Cloud Kicks (CK) has created hundreds of Knowledge articles about its products. The articles have been attached to closed cases. A new product release will require changes to dozens of articles. After revising the articles, CK wants to see that a prior article version was associated with the closed cases.

What is the recommended method to meet the requirements?

- A. Use the Clone option to create a new article.
- B. Enable Knowledge User for Service Agents.
- C. Use Smart Link to Article to select the prior version.
- D. **Select 'Flag as new version' checkbox when publishing**

Answer: D

Explanation:

Explanation

When you edit an article in Salesforce Knowledge, you can choose to flag it as a new version when you publish it. This option creates a new version of the article with a new version number and keeps the previous version in an archived state. The archived version is still associated with the closed cases that it was attached to, while the new version is available for future cases. This way, you can see that a prior article version was associated with the closed cases. Verified References: [Flag an Article as a New Version When You Publish It]

NEW QUESTION # 155

What is a common deflection technique to reduce the number of interactions for a contact center?

- A. **Recommend articles prior to a Chat session.**
- B. Suggest articles for an Email-to-Case question.
- C. Recommend articles during a call from a support agent.

Answer: A

Explanation:

A common deflection technique to reduce contact center interactions is to recommend Knowledge articles to customers before they initiate a Chat session. This proactive approach can resolve customer queries without the need for direct agent interaction, improving efficiency and customer satisfaction by providing immediate solutions.

NEW QUESTION # 156

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