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Salesforce Service-Cloud-Consultant: Salesforce Certified Service cloud consultant exam is designed for professionals who want to validate their knowledge and skills in implementing Salesforce Service Cloud solutions. Salesforce Certified Service cloud consultant certification exam is focused on assessing the candidate's understanding of Service Cloud functionality, designing and implementing Service Cloud solutions, and managing ongoing Service Cloud operations.

Salesforce Service Cloud Consultant Certification is one of the most renowned credentials designed for professionals who have expertise in implementing Salesforce Service Cloud solutions. It is a highly valued certification that enables individuals to demonstrate their knowledge and skills in implementing Salesforce Service Cloud solutions. Salesforce Certified Service cloud consultant certification is ideal for individuals who work as a Service Cloud consultant, analyst or administrator.

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Salesforce Certified Service Cloud Consultant Exam is a comprehensive test that covers a variety of topics related to customer service, including case management, knowledge management, service console, analytics, and reporting. Service-Cloud-Consultant exam also assesses the candidate's ability to design and implement complex customer service solutions using Salesforce Service Cloud. Service-Cloud-Consultant Exam consists of 60 multiple-choice questions that must be completed in 105 minutes.

Salesforce Certified Service cloud consultant Sample Questions (Q265-Q270):

NEW QUESTION # 265

A Knowledge administrator has created an article for a promotion that starts at the beginning of the following month. How would the administrator ensure the article is available on the first of the month?

- A. Create a workflow rule to update the article status to Published on the article start date.
- B. Create a task related to the article with a reminder set for the article start date.
- **C. Set the article publish date to automatically display the article on the start date.**
- D. Send an email reminder to update the article status to Published on the start date.

Answer: C

NEW QUESTION # 266

Universal Containers wants to maintain Service Level Agreements on its customer cases. Customers are provided different service levels based on their Services agreement. The VP of Customer Service wants to use Service Cloud to track and ensure senior management is alerted when cases have NOT completed certain stages.

Which Service Cloud feature should the Consultant recommend to address this requirement?

- A. Case Escalation
- **B. Entitlements and Milestones**
- C. Case Assignment
- D. Salesforce Console

Answer: B

NEW QUESTION # 267

A contact center manager is looking for ways to overall cost per case.

What Salesforce metrics should the contact center manager evaluate? (Choose 2)

- **A. Average number of activities per case**
- B. Average customer satisfaction score by case
- **C. Average number of articles attached to a case**
- D. Total number of cases by origin

Answer: A,C

NEW QUESTION # 268

Universal Container's agent's need to be more productive when cases. Agent want to send email to customers prior to violating an SLA based on three different SLA levels using macros.

What two solutions can a consultant suggest to meet the agent's requirements?
Choose 2 answers

- A. Create a formula to build the macro logic around
- **B. Add a formula block to the macro**
- C. Add multiple ELSE IF blocks after the IF block
- **D. Add conditional logic to the instructions**

Answer: B,D

Explanation:

Adding conditional logic to the instructions and adding a formula block to the macro are solutions that a consultant can suggest to meet the agent's requirements of sending email to customers prior to violating an SLA based on three different SLA levels using macros. These solutions can help create macros that perform different actions based on different criteria, such as the SLA level of the case. For example:

* Adding conditional logic to the instructions is a solution that involves using IF and ELSE statements to control when to execute certain actions in a macro. Conditional logic can be used to create a macro that checks the SLA level of the case and sends an appropriate email template based on the SLA level. For example, if the SLA level is Gold, send an email template with a high priority message; else if the SLA level is Silver, send an email template with a medium priority message; else, send an email template with a low priority message.

* Adding a formula block to the macro is a solution that involves using formulas to calculate values or

* perform logic in a macro. Formula blocks can be used to create a macro that calculates the time remaining before the SLA violation and inserts it into the email body using quick text. For example, use a formula block to subtract the current date and time from the SLA violation date and time, and format the result as hours and minutes. Then use quick text to insert the result into the email body.

Verified References: [Service Cloud Consultant Certification Guide & Tips], Add Logic to Macros, Use Formulas in Macros

NEW QUESTION # 269

The support manager at universal containers has noticed an increase in average case age, which is negatively impacting customer satisfaction. To research the situation, the support manager wants to know the amount of time that cases have spent within each status during their lifecycle.

Which reporting solution should a consultant recommend?

- A. Create a report using the Case Lifecycle report type
- B. Create a report using the Case age report type
- **C. Create a report using the Case snapshot report type**
- D. Create a report using the Case historical trending report type

Answer: C

Explanation:

Explanation

A case snapshot report is a report that shows the values of selected fields at different points in time during the case life cycle. You can use this report to see how long a case spent in each status and what changes were made to the case over time. This report can help the support manager to research the situation and identify the causes of the increase in average case age. Verified References: Create Case Snapshot Reports

NEW QUESTION # 270

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