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Salesforce Service-Cloud-Consultant certification is a valuable asset for professionals looking to advance their careers in customer service and support. It demonstrates to employers and clients that the certified individual has a comprehensive understanding of the Salesforce Service Cloud platform and can design and implement effective solutions to meet business needs. In addition, Salesforce certifications are recognized globally, making it easier for certified professionals to find job opportunities and advance their careers.

To take the Salesforce Service-Cloud-Consultant Certification Exam, candidates must have a good understanding of Salesforce concepts and have experience working with the Service Cloud. Salesforce recommends that candidates have at least six months of experience working with the Service Cloud before taking the exam. Additionally, candidates should also be familiar with Salesforce administration, including creating and managing users, security, and data access.

Salesforce Service-Cloud-Consultant Exam consists of 60 multiple-choice questions, and candidates are given 105 minutes to complete the exam. Service-Cloud-Consultant exam tests the candidate's knowledge and expertise in various areas, including Service Cloud data model, Service Console, Omni-Channel, Service Cloud automation, and reporting and analytics. It also evaluates the candidate's ability to design and implement Service Cloud solutions that meet the business requirements of their clients.

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Salesforce Certified Service cloud consultant Sample Questions (Q90-Q95):

NEW QUESTION # 90

What are two basic concepts of Knowledge-Centered Support (KCS)? Choose 2 answers

- A. Creating content as a result of solving issues
- B. Developing a knowledge base on the experience of an individual
- C. Evolving content-based product lifecycles
- D. Rewarding learning, collaboration, sharing and improving

Answer: A,D

NEW QUESTION # 91

Universal Containers wants to set a custom field on the messaging session based on the URL from which the conversation originated.

What should a consultant recommend to meet the requirement?

- A. Use an Einstein Bot.
- B. Use a Flow.
- C. Use a macro.

Answer: B

Explanation:

A Flow (specifically, a record-triggered or platform event-triggered Flow) can be configured to automatically populate or update a custom field on a Messaging Session record when a session is created. The Flow can reference session attributes, such as the originating URL or other metadata, to set the correct value dynamically.

Option B (Einstein Bot) can capture conversation input but cannot directly write or update Messaging Session fields.

Option C (Macro) automates agent actions in the console, not background data population or automation on messaging objects.

Referenced Salesforce Materials:

- * Service Cloud Consultant Exam Guide - Interaction Channels Domain.
- * Salesforce Help: "Automate Messaging Session Field Updates with Flow."
- * Salesforce Spring '24 Release Notes - Messaging Automation Enhancements.

NEW QUESTION # 92

Universal Container's customers like speaking to a live support agent on complex product issues. This causes a heavy amount of phone calls and customers complain about the hold time.

What functionality should the consultant recommend implementing to resolve this issue?

- A. Open CTI
- B. Contact Requests
- C. Social Customer Service
- D. Embedded Chat Window

Answer: D

Explanation:

Embedded Chat Window is the functionality that a consultant should recommend implementing to resolve the issue of heavy amount of phone calls and customer complaints about the hold time. Embedded Chat Window is a feature that allows customers to interact real-time with support agents from their computers and mobile devices. Embedded Chat Window can be added to any website or mobile app with a few lines of code.

Customers can initiate a chat session by clicking on a chat button or widget, and agents can respond using the Service Console.

Embedded Chat Window also supports features such as pre-chat forms, chat transcripts, chat transfer, file transfer, and chatbot integration. Embedded Chat Window can help reduce the volume of phone calls and improve customer satisfaction by providing an alternative and convenient channel for customers to get support for complex product issues. Verified References: Service Cloud

Consultant Certification Guide & Tips, Embedded Chat Service Overview

NEW QUESTION # 93

Cloud Kicks plans to deploy Service Cloud to customers who will have different levels of support. The consultant is unsure whether Entitlements only or Entitlements plus Service Contracts is the correct solution. Which question should the consultant ask to determine the preferred solution?

- A. Do multiple versions of the Entitlements need to be created and maintained?
- **B. Is support provided on a periodic basis and renewed annually?**
- C. Will customers access Knowledge articles through Experience Cloud?

Answer: B

Explanation:

Asking whether support is provided on a periodic basis and renewed annually helps determine the need for Service Contracts in addition to Entitlements. Service Contracts are suitable for situations where support is tied to specific terms and conditions, such as annual support agreements, whereas Entitlements define the types of support a customer is entitled to.

NEW QUESTION # 94

Metrics show that Universal Containers has a high call abandonment rate. Which two strategies should a consultant recommend? Choose 2 answers.

- **A. Add additional agents to lower average hold time.**
- B. Set up Email-to-Case.
- **C. Simplify the interactive voice response (IVR) tree.**
- D. Use Assignment rules and case queues.

Answer: A,C

NEW QUESTION # 95

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