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## New Service-Cloud-Consultant Exam Book | Service-Cloud-Consultant Valid Exam Review

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## Service-Cloud-Consultant Exam topics

Candidates must know the exam topics before they start of preparation. Because it will really help them in hitting the core. Our **Salesforce Service-Cloud-Consultant Exam Dumps** will include the following topics:

- Knowledge Channels 9%
- Integration and Data Management 6%
- Implementation Strategies 19%
- Interaction Channels 9%
- Industry Knowledge 22%
- Contact Center Analytics 5%
- Service Cloud Solution Design 19%

## Salesforce Certified Service cloud consultant Sample Questions (Q63-Q68):

### NEW QUESTION # 63

As part of a new Salesforce Knowledge implementation, Universal Containers would like to migrate articles from their current database.

Which factor should a Consultant consider as part of the migration strategy?

- A. Verify that each article type has field level security on all fields set to read-only prior to import, in order to prevent any loss of data.
- **B. Ensure that each existing article type has a corresponding Salesforce Knowledge article type that matches its structure and content.**
- C. Convert any articles containing HTML into plain text before importing because HTML is NOT supported in any article field types.
- D. Prepare a single .csv file that can be used to migrate all articles types at once and include with a properties file in a .zip for import.

**Answer: B**

### NEW QUESTION # 64

A contact center manager wants to measure improvements to capacity planning operations after the implementation of a new workforce management system.

Which metric should a consultant use to assess the success of the new workforce management system?

- A. Number of closed cases
- B. Deflection rate
- **C. Agent utilization**

**Answer: C**

Explanation:

Agent utilization is a key metric for assessing the effectiveness of workforce management systems, as it measures the percentage of time agents spend handling customer interactions compared to their available time.

Improvements in agent utilization indicate a more efficient allocation of resources and better capacity planning.

### NEW QUESTION # 65

Which contact center type is most likely to implement Information Technology Infrastructure Library (ITIL) to align with industry best practices?

- A. Telemarketing center
- B. Telesales center
- **C. Information Technology (IT) help desk**
- D. Human Resources (HR) help desk

**Answer: C**

### NEW QUESTION # 66

Universal Containers wants to allow customers to send messages to agents in Service Console via their preferred mobile app.

Which feature should a consultant recommend?

- **A. Messaging**
- B. Einstein Bots
- C. OmniStudio

**Answer: A**

Explanation:

To allow customers to send messages to agents in the Service Console via their preferred mobile app, the Messaging feature is recommended. This feature supports various messaging channels such as SMS, Facebook Messenger, and WhatsApp, enabling

customers to communicate with service agents using their preferred platforms. The integration of Messaging with the Service Console provides agents with a unified interface for handling customer interactions across different messaging platforms.

### NEW QUESTION # 67

Cloud Kicks is migrating its knowledge base from Classic Knowledge into Lightning Knowledge. After the migration, an integration process that manages the articles' lifecycles by archiving deleting articles of a certain designation now fails.

What are two reasons the integration is failing?

Choose 2 answers

- A. Users must have Modify All permission to delete archived articles.
- B. After the migration, an integration process that manages the articles' lifecycle by archiving and
- C. The Article Type field is no longer accessible via SOQL or the API.
- D. Only Published articles are available in the API.
- E. URL formats for articles differ between Classic and Lightning Knowledge.

Answer: A,E

Explanation:

These are two reasons why the integration is failing after migrating from Classic Knowledge to Lightning Knowledge. The URL formats for articles change when migrating from Classic Knowledge to Lightning Knowledge, so any integration that relies on URLs needs to be updated accordingly. Also, users need to have Modify All permission on the article type object to delete archived articles in Lightning Knowledge, whereas in Classic Knowledge they only needed Delete permission on the article type object.

Verified References :

URL Formats for Articles Change When Migrating from Classic Knowledge to Lightning Knowledge : Delete Archived Articles in Lightning Knowledge

### NEW QUESTION # 68

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