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Salesforce Service-Cloud-Consultant certification exam is intended for professionals who have experience in designing, configuring, and implementing customer service solutions using Salesforce. Salesforce Certified Service cloud consultant certification exam evaluates the candidate's knowledge of Salesforce's Service Cloud platform, including its features and functionality. Service-Cloud-Consultant Exam also tests the candidate's knowledge of customer service best practices, industry standards, and regulatory requirements.

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Salesforce Certified Service cloud consultant Sample Questions (Q243-Q248):

NEW QUESTION # 243

Support managers have requested the ability to provide real-time feedback to agents during customer chat sessions. Which feature should a consultant configure to meet this requirement?

- A. Chatter
- **B. Omni-Channel Supervisor**
- C. Flow Orchestrator

Answer: B

Explanation:

Omni-Channel Supervisor is a feature designed to provide real-time visibility into agents' work and chat sessions. It allows support

managers to monitor live chat sessions and offer immediate feedback or assistance to agents, enhancing the quality of customer service and agent performance.

NEW QUESTION # 244

Universal Containers wants to create a process to verify that customers are eligible for support before a case is created. A consultant recommends using entitlement management to meet this requirement. Which benefit would be realized by using the entitlement management feature? Choose 2 answers.

- A. Ability to enforce service levels with the time-dependent processes
- B. Ability to prompt callers for the service contract number within IVR menus
- C. Ability to specify unique service levels for each customer
- D. Ability to determine if a customer has escalated a case in the past

Answer: B,C

NEW QUESTION # 245

A business-to-consumer (B2C) company wants to decrease service costs. Currently, customers pay invoices and update their contact information by mailing paper paystips back to the company. What is the recommended solution to meet the requirements?

- A. Experience Cloud with payment processing
- B. Service Cloud Voice with Tele-pay
- C. Einstein Bots with check processing

Answer: A

Explanation:

For a B2C company looking to decrease service costs and modernize how customers pay invoices and update contact information, implementing Experience Cloud with payment processing capabilities is recommended.

This solution provides a secure, online platform where customers can manage their accounts, make payments, and update personal information, eliminating the need for paper-based processes. This digital transformation streamlines operations, improves customer convenience, and reduces service costs associated with manual, paper-based tasks.

NEW QUESTION # 246

Service representatives are complaining that their Lightning Service Console is too crowded. Making it difficult to find tabs and features required. After reviewing the Service Console, all configured features are required.

- A. Define criteria-based record page components
- B. Configure Macros
- C. Enable keyboard shortcuts
- D. Create multiple console layouts

Answer: C

NEW QUESTION # 247

Universal Containers plans to migrate its existing knowledge base into Salesforce Lightning Knowledge. Which three statements should be considered? Choose 3 answers.

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

Answer: B,C,E

Attachments and .html files in Classic Knowledge are moved to the Files object, Visualforce pages refer to Classic article types, and article numbers change during migration are statements that should be considered when migrating an existing knowledge base into Salesforce Lightning Knowledge. These statements reflect some of the changes and challenges that may occur during the migration process. For example:

* Attachments and .html files in Classic Knowledge are moved to the Files object because Lightning Knowledge does not support attachments on articles. Files can be related to articles using rich text fields or file fields.

* Visualforce pages refer to Classic article types because Lightning Knowledge does not support Visualforce pages on articles.

Visualforce pages need to be replaced with Lightning components or other solutions.

* Article numbers change during migration because Lightning Knowledge uses a different numbering system than Classic Knowledge. Article numbers are prefixed with KA in Lightning Knowledge instead of KB in Classic Knowledge.

Verified References: Service Cloud Consultant Certification Guide & Tips, Migrate Your Salesforce Classic Knowledge Base to Lightning Knowledge

NEW QUESTION # 248

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