

# Exam Service-Cloud-Consultant Objectives, Service-Cloud-Consultant Dumps Vce



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Salesforce Service Cloud Consultant certification is a highly sought-after credential that validates an individual's expertise in implementing and designing solutions using the Salesforce Service Cloud. Salesforce Certified Service cloud consultant certification is ideal for professionals who work in sales, customer service, or support roles and want to demonstrate their proficiency in the Salesforce Service Cloud.

Salesforce Service-Cloud-Consultant certification exam tests candidates on their knowledge of Salesforce Service Cloud features, design, and implementation. Service-Cloud-Consultant exam is designed to evaluate the candidate's ability to configure and customize Service Cloud applications, manage data, and understand the various features of Service Cloud. Service-Cloud-Consultant Exam also covers topics related to customer support, case management, service level agreements, and reporting.

Salesforce Service-Cloud-Consultant (Salesforce Certified Service cloud consultant) Exam is a certification program designed for individuals who want to demonstrate their expertise in managing the Salesforce Service Cloud platform. The Service Cloud is a customer service platform that allows companies to interact with their customers through various channels, such as email, phone, social media, and live chat. The Service-Cloud-Consultant certification validates a professional's skills and knowledge in configuring and managing the Service Cloud platform, ensuring a better customer experience.

>> Exam Service-Cloud-Consultant Objectives <<

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## Salesforce Certified Service cloud consultant Sample Questions (Q248-Q253):

### NEW QUESTION # 248

A Service Cloud Consultant is overseeing a Service Cloud implementation for a retail organization. The rollout includes new case assignment processes, customized Service Console layouts, and a knowledge base.

The consultant wants to ensure deployment proceeds smoothly and that users are prepared for go-live. What should the consultant do first to develop an effective deployment and training strategy?

- **A. Define rollout milestones, set up appropriate sandbox environments for testing and training, and plan scenario-based user training sessions.**
- B. Host informational sessions about new features while technical configuration is underway, and plan for post-deployment user support to address training needs as they arise.
- C. Prepare user-facing documentation and quick-reference guides early, then roll out features once the Service Console layouts are finalized.

**Answer: A**

Explanation:

The Service Cloud Consultant Exam Guide - Implementation Strategies Domain recommends defining deployment milestones, leveraging sandbox environments for testing and user training, and conducting scenario-based training to ensure readiness. This proactive approach ensures that users are trained in realistic workflows before go-live, reduces disruption, and validates deployment readiness through UAT (User Acceptance Testing).

Option A defers structured training until after go-live, risking poor adoption.

Option C focuses only on documentation, not on milestones, testing, or interactive training.

Referenced Salesforce Materials:

\* Service Cloud Consultant Exam Guide - Implementation Strategies Domain.

\* Salesforce Help: "Plan Deployment and User Training for Service Cloud".

\* Salesforce Project Delivery Framework - Testing and Enablement Best Practices.

#### NEW QUESTION # 249

Support is divided by product line at AW Computing. Each product line has its own support reps, queue, articles, and record types. Support reps only work within their product line. To help standardize communications with customers, the support administrator would like to implement quick texts.

Quick texts are unique to each product line.

How should the administrator ensure support reps only have access to quick texts for their specific product line?

- A. Add a permission set for Read access to the appropriate product line.
- B. Assign the quick texts to Data Categories with access to the appropriate profiles.
- C. Set the organization-wide default to Private and create sharing rules to share with roles.
- **D. Create a folder for each product line and share them with the specific users.**

**Answer: D**

Explanation:

In scenarios where support reps need access to quick texts specific to their product line, creating a folder for each product line and sharing them with the respective users is an efficient solution. This approach allows for the organization and segregation of quick texts relevant to each product line, ensuring reps have access to only the resources pertinent to their area of support. This method enhances the efficiency and relevance of communications with customers by providing tailored responses.

#### NEW QUESTION # 250

What is a consideration when adding a report chart to a Page Layout or a Lightning Record Page?

- A. The report must have a standard Report Type.
- **B. The report must contain a chart.**
- C. The report must be used on a Dashboard.

**Answer: B**

Explanation:

When adding a report chart to a Page Layout or a Lightning Record Page, the report must include a chart component. This is because the visualization aspect of the chart is what's displayed on the layout, providing a graphical representation of the report data directly on the record page for quick insights and analysis.

### NEW QUESTION # 251

The Service Desk at Universal Containers is considering implementing a Service Console and is considering using Lightning Experience. Which three features are available only in Classic? Choose 3 answers

- A. Quick Text
- B. Keyboard Shortcuts
- C. Case hover
- D. Dynamic list updates
- E. Multi-monitor support

Answer: B,D,E

### NEW QUESTION # 252

A company would like to implement a solution that would hold service reps accountable to customer Service Level Agreements. Which two steps should be completed to meet this request? Choose 2 answers

- A. Configure Service Contracts.
- B. Enable Work Orders.
- C. Create an Entitlement Process.
- D. Set up Milestones.

Answer: C,D

Explanation:

Creating an entitlement process and setting up milestones are steps that should be completed to hold service reps accountable to customer Service Level Agreements (SLAs). An entitlement process defines the timeline and steps required to deliver support to customers based on their entitlements. A milestone is a critical step in the support process that has a target date and time by which it must be completed. For example, a milestone could be responding to a customer within 24 hours or resolving a case within 5 days. By creating an entitlement process and setting up milestones, service reps can track their progress and ensure they meet the SLAs for each case. Verified References: Service Cloud Consultant Certification Guide & Tips, Set Up and Manage Entitlements and Milestones

### NEW QUESTION # 253

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