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Salesforce Service Cloud platform is a powerful tool for managing customer service operations, and the Service-Cloud-Consultant certification is a valuable asset for professionals who work with this platform. Salesforce Certified Service cloud consultant certification demonstrates that an individual has the skills and knowledge needed to design and deploy Service Cloud solutions that meet the needs of their organization. It is a great way to enhance your career prospects and differentiate yourself in a competitive job market.

Salesforce is a cloud-based customer relationship management (CRM) software that is widely used by businesses across the world. It provides a comprehensive suite of tools for managing customer interactions, sales, marketing, and service. Salesforce offers several certifications to help professionals validate their expertise in using the platform. One of the most sought-after certifications is the Salesforce Service-Cloud-Consultant Certification Exam.

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Service-Cloud-Consultant study material applies to all types of candidates. Buying a set of learning materials is not difficult, but it is difficult to buy one that is suitable for you. For example, some learning materials can really help students get high scores, but they usually require users to have a lot of study time, which is difficult for office workers. However, Service-Cloud-Consultant Study Material is to help students improve their test scores by improving their learning efficiency. Therefore, users can pass exams with very little learning time.

Salesforce Certified Service cloud consultant Sample Questions (Q174-Q179):

NEW QUESTION # 174

The manager of a large credit card contact center needs to understand how many customers call daily to check

their balance without speaking with an agent. Which system would be used to generate the report?

- A. Private Branch Exchange
- B. Automatic Call Distributor
- C. Time and Attendance
- D. **Interactive Voice Response**

Answer: D

NEW QUESTION # 175

Universal Containers has decided to implement a Web-to-Case form on its website so customers can submit support requests instead of calling the customer service center. The product owner has asked the consultant to create the implementation plan and research solutions.

What should the consultant do before creating an implementation plan?

- A. Review Service Setup Assistant for Web-to-Case.
- B. Review Einstein Conversation Mining for Web-to-Case.
- C. **Review guidelines and limits for Web-to-Case.**

Answer: C

Explanation:

Before creating an implementation plan for Web-to-Case, reviewing the guidelines and limits for this feature is essential. Understanding these constraints ensures that the implementation aligns with Salesforce's capabilities and limitations, facilitating a smooth and effective deployment of the Web-to-Case form.

NEW QUESTION # 176

Cloud Kicks uses the Service Console and work items to route cases to available agents.

Service agents need a way to see work they have accepted and incoming items. Which feature should a Service Cloud consultant recommend?

- A. Personalised navigation menu
- B. Global Shared Macro
- C. **Omni-Channel Utility widget**
- D. Actions & Recommendations component

Answer: C

Explanation:

The Omni-Channel Utility widget is a component that can be added to the Service Console to allow agents to see their work status, accept incoming work items, and view their work queue. The widget also displays notifications and alerts for agents when they receive new work or when their status changes. Verified References: : Omni-Channel Utility Widget

NEW QUESTION # 177

A recent analysis of cases at Cloud Kicks (CK) revealed a high percentage of simple cases such as password resets and order inquiries. In order to reduce the number of cases created, CK wants to provide customer self-service in the following channels: web, SMS, Facebook Messenger, and WhatsApp.

What is the recommended case deflection solution?

- A. Social Customer Service
- B. **Einstein Bot**
- C. Digital Engagement Messaging
- D. Chat for Web and In-App

Answer: B

Explanation:

Einstein Bot is a case deflection solution that can provide customer self-service in the following channels:

web, SMS, Facebook Messenger, and WhatsApp. Einstein Bot is an automated chat agent that can handle simple and repetitive customer requests, such as password resets and order inquiries, without involving a human agent. Einstein Bot can be integrated with various messaging platforms, such as web chat, SMS, Facebook Messenger, and WhatsApp. Verified References: :
https://help.salesforce.com/s/articleView?id=sf.bot_overview.htm&type=5 :
https://help.salesforce.com/s/articleView?id=sf.bot_channels.htm&type=5

NEW QUESTION # 178

Universal Telco sells and supports a line of smart phones. The company offers support via phone, email-to-case, web-to-case, and a customer portal. The call center manager is incented to drive support through customer self-service. Which report should be included on the manager's dashboard? Choose 3 answers

- A. Knowledge Article Usage
- B. Cases by Support Channels
- C. Average Call Handle Time
- D. Escalated Calls
- E. Number of Portal Logins per Day

Answer: A,B,E

NEW QUESTION # 179

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