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Salesforce Service-Cloud-Consultant Exam is intended for professionals who have experience in implementing Service Cloud solutions, configuring Salesforce applications, and managing customer support. Service-Cloud-Consultant exam tests candidates' knowledge of Service Cloud features, design considerations, and best practices for implementing and managing Service Cloud solutions. Professionals who achieve this certification are recognized as experts in Service Cloud and are in high demand by organizations seeking to deploy Salesforce Service Cloud solutions.

Salesforce Certified Service cloud consultant Sample Questions (Q131-Q136):

NEW QUESTION # 131

A case has not been closed even after 30 days, but those cases can be closed in 7 days. What should the consultant do to overcome this? choose 2 options

- A. Identify those cases and assign to the closure team
- B. Use auto response rule to send an email
- C. Supervisors to investigate those cases
- D. Use escalation rule to send an email

Answer: A,C

NEW QUESTION # 132

Cloud Kicks (CK) provides customized support based on product line and plans to expand from voice-only support. Support agents are certified on one or more specific product lines.

CK would like to provide support through chat, social, email, video, and web and are striving for a consistent customer experience. Agents will be trained in one or two of the new support methods, in addition to voice support.

What is the recommended solution to meet the requirements?

- A. Knowledge One with Article Recommendations
- **B. Omni-Channel with Skills-Based Routing**
- C. Live Agent and Live Message
- D. Experience Cloud with self-support

Answer: B

Explanation:

Explanation

Omni-Channel with Skills-Based Routing is the recommended solution to meet the requirements of Cloud Kicks (CK). Omni-Channel is a feature that allows you to manage the distribution and prioritization of work items (such as cases, chats, leads, or orders) across different channels (such as voice, chat, social, email, video, and web) and agents. Skills-Based Routing is a type of routing model that assigns work items to agents based on their skills and skill levels. For example, an agent who is certified on a specific product line and trained in chat support can receive chat requests related to that product line. Omni-Channel with Skills-Based Routing can help CK provide support through multiple channels, ensure a consistent customer experience, and match work items with agent expertise. Verified References: Service Cloud Consultant Certification Guide & Tips, Omni-Channel Overview, Set Up Skills-Based Routing

NEW QUESTION # 133

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. Number of Portal Logins per Day**
- D. Escalated Calls
- E. Average Call Handle Time

Answer: A,B,C

NEW QUESTION # 134

Universal Containers (UC) is in the process of setting up Experience Cloud. UC needs to give customers access to their agreed upon response times via the portal.

Which solution should a consultant recommend?

- A. Milestones
- **B. Service Contracts**
- C. Maintenance Plans

Answer: B

Explanation:

To provide customers with access to their agreed-upon response times via the portal, configuring Service Contracts in Experience Cloud is advisable. Service Contracts can detail the specific service levels agreed upon, and making this information accessible through the portal ensures transparency and sets clear expectations for service delivery.

NEW QUESTION # 135

Universal Containers recently rolled out a Salesforce knowledge implementation; however, users are finding unreliable and unrelated Knowledge Articles displayed in the Knowledge One widget in the Salesforce Console. Which two actions should a Consultant recommend to address the lack of quality checking? Choose 2 answers

- A. Set up an intuitive Data Category hierarchy
- B. Restrict the Manage Articles user permission
- C. Enable and configure wildcards for article searches
- D. Require that an article be added when closing a case

Answer: A,C

Explanation:

Explanation

These are two actions that can address the lack of quality checking in the Knowledge One widget in the Salesforce Console. Setting up an intuitive Data Category hierarchy is an action that can help organize and filter knowledge articles by topic or type. Data Categories can help agents find relevant articles based on their search criteria or case information. Enabling and configuring wildcards for article searches is an action that can help improve the accuracy and flexibility of article searches. Wildcards are symbols that can be used to replace one or more characters in a search term, such as * or ?. Wildcards can help agents find articles that match partial or variant words. Verified References: :

https://help.salesforce.com/s/articleView?id=sfknowledge_categories_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sfknowledge_categories_manage.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sfknowledge_search_wildcards.htm&type=5

NEW QUESTION # 136

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