

# Service-Cloud-Consultant Reliable Test Cost | Service-Cloud-Consultant Dump Torrent



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## What is the duration of the Service-Cloud-Consultant Exam

- Passing Score: 67%
- Number of Questions: 60
- Length of Examination: 105 minutes
- Format: Multiple choices, multiple answers

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## Service-Cloud-Consultant Dump Torrent & Service-Cloud-Consultant New Dumps Sheet

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Salesforce Service Cloud Consultant Certification is a valuable credential that can help professionals to demonstrate their knowledge and expertise in implementing Service Cloud solutions. Salesforce Certified Service cloud consultant certification exam is designed to evaluate the candidate's knowledge and skills in various areas related to Service Cloud solutions. Salesforce Certified Service cloud consultant certification can help professionals to enhance their career prospects and can open up new opportunities in the field of Salesforce Service Cloud.

## Salesforce Certified Service cloud consultant Sample Questions (Q76-Q81):

### NEW QUESTION # 76

UC must provide contact center agents with access to a customer's payment history if the call concerns a billing problem. The following considerations need to be taken into account: Billing problems account for less than 5% of the calls. Billing data is stored in an external system containing over 20 million records. Agents do not want to maintain separate login sessions for Salesforce and the billing system. What solution should a consultant recommend?

- A. Import payment data into Salesforce and add to the contact page layout related list
- B. Create a custom tab of type URL that displays a search page from the billing system
- C. Create a custom web service to handle invoice inserts and updates from the billing system
- **D. Create a Visualforce page that retrieves payment information via a Web Service call-out**

**Answer: D**

#### NEW QUESTION # 77

Cloud Kicks (CK) supports customers through Salesforce Messaging. Service reps have reported multiple instances where customers have used abusive language because they are upset with the company. However, CK still needs to service these customers.

Which solution should the Service Cloud Consultant recommend?

- A. Use Slack Case collaboration to get the customer solution quickly.
- **B. Create a Service Agent for intake and use the Escalate to Supervisor action.**
- C. Create a Service Agent for intake and use the Raise Supervisor Flag action.

**Answer: B**

Explanation:

Agentforce Service Agent includes actions that allow escalation when certain behaviors or triggers occur during a conversation. The "Escalate to Supervisor" action is designed for situations requiring immediate oversight-such as handling abusive language or sensitive customer interactions-while maintaining service continuity.

This approach enables supervisors to intervene directly or provide guidance, ensuring the customer is still supported professionally.

Option A (Raise Supervisor Flag) is primarily for flagging potential issues but does not initiate escalation or workflow action.

Option B (Slack collaboration) facilitates internal communication but doesn't directly manage customer-facing escalation workflows.

Referenced Salesforce Materials:

\* Salesforce Spring '24 Release Notes - Agentforce Service Agent Actions (Supervisor escalation options).

\* Service Cloud Consultant Exam Guide - Interaction Channels Domain.

\* Salesforce Help: "Use Escalate to Supervisor Action in Agentforce".

#### NEW QUESTION # 78

Universal Containers' customers prefer speaking to a live support agent for complex product issues. This results in a high volume of phone calls and customer dissatisfaction about long hold times.

Which functionality should the consultant recommend to address the problem?

- **A. Embedded Chat window**
- B. Contact requests
- C. Web-to-Case

**Answer: A**

Explanation:

To address customer dissatisfaction with long hold times for phone support, embedding a Chat window on the company's website or customer portal is recommended. This provides an alternative real-time communication channel, allowing customers to quickly connect with live support agents for complex issues without the need for phone calls, reducing wait times and improving customer satisfaction.

#### NEW QUESTION # 79

Which two configuration steps are required before Quick Actions can be used in Macros? Choose 2 answers

- **A. The specific Quick Action must be added to the CaseFeed.**
- B. Global Actions need to be on the publisher layout.
- C. Quick Actions must be enabled in the org.
- **D. The specific Quick Action must be added to the Case record page.**

**Answer: A,D**

### NEW QUESTION # 80

Universal Container's agent's need to be more productive when cases. Agent want to send email to customers prior to violating an SLA based on three different SLA levels using macros.

What two solutions can a consultant suggest to meet the agent's requirements?

Choose 2 answers

- A. Add a formula block to the macro
- B. Add conditional logic to the instructions
- C. Create a formula to build the macro logic around
- D. Add multiple ELSE IF blocks after the IF block

**Answer: A,B**

Explanation:

Explanation

Adding conditional logic to the instructions and adding a formula block to the macro are solutions that a consultant can suggest to meet the agent's requirements of sending email to customers prior to violating an SLA based on three different SLA levels using macros. These solutions can help create macros that perform different actions based on different criteria, such as the SLA level of the case. For example:

Adding conditional logic to the instructions is a solution that involves using IF and ELSE statements to control when to execute certain actions in a macro. Conditional logic can be used to create a macro that checks the SLA level of the case and sends an appropriate email template based on the SLA level. For example, if the SLA level is Gold, send an email template with a high priority message; else if the SLA level is Silver, send an email template with a medium priority message; else, send an email template with a low priority message.

Adding a formula block to the macro is a solution that involves using formulas to calculate values or perform logic in a macro. Formula blocks can be used to create a macro that calculates the time remaining before the SLA violation and inserts it into the email body using quick text. For example, use a formula block to subtract the current date and time from the SLA violation date and time, and format the result as hours and minutes. Then use quick text to insert the result into the email body.

Verified References: [Service Cloud Consultant Certification Guide & Tips], Add Logic to Macros, Use Formulas in Macros

### NEW QUESTION # 81

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