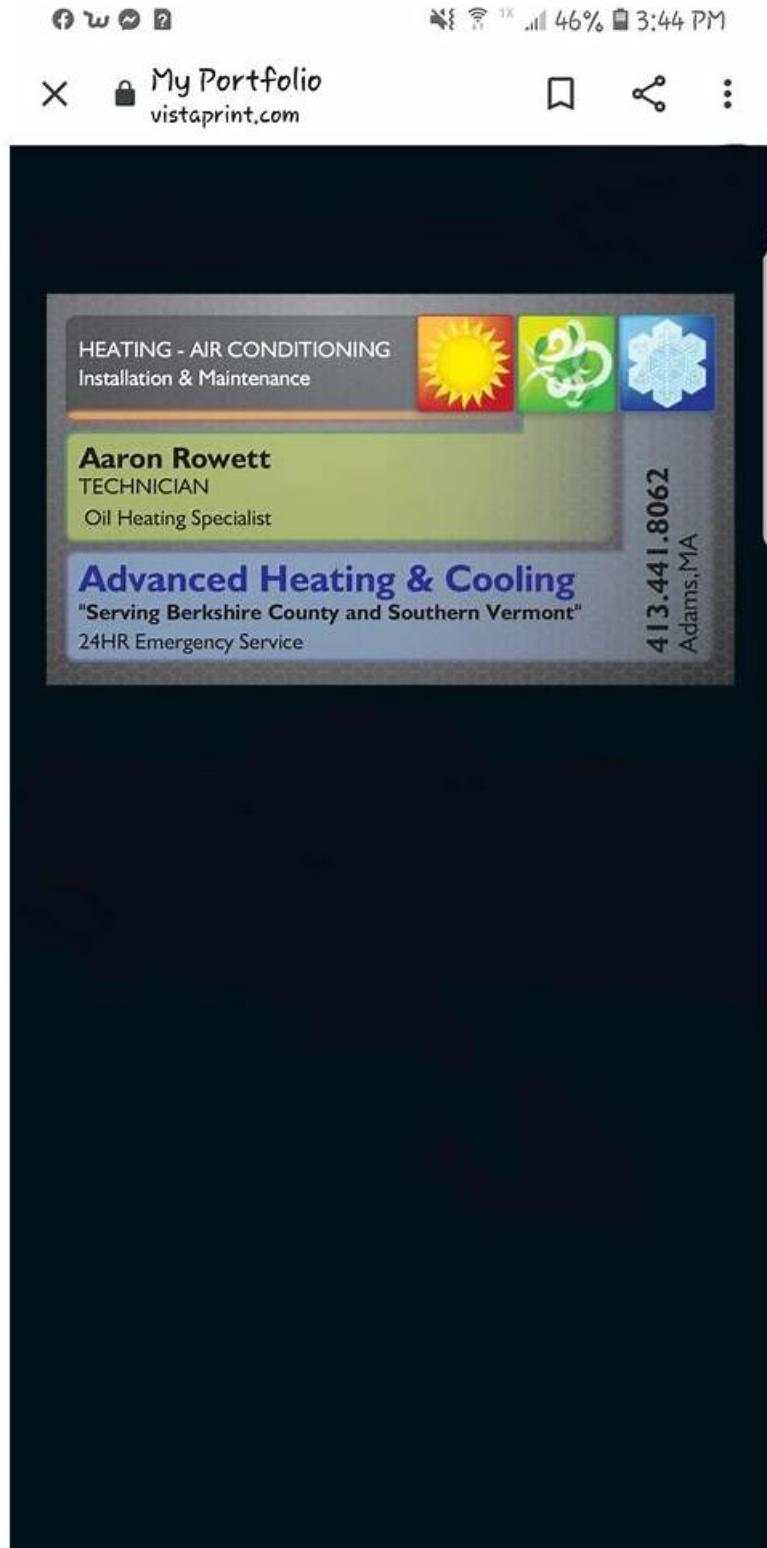


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Salesforce Service-Cloud-Consultant: Salesforce Certified Service cloud consultant exam is designed for professionals who want to validate their knowledge and skills in implementing Salesforce Service Cloud solutions. Salesforce Certified Service cloud consultant certification exam is focused on assessing the candidate's understanding of Service Cloud functionality, designing and implementing Service Cloud solutions, and managing ongoing Service Cloud operations.

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Salesforce Service-Cloud-Consultant Exam is designed to test the knowledge and skills of professionals who work in the customer service industry and are looking to specialize in Salesforce's Service Cloud platform. Service-Cloud-Consultant exam is intended for individuals who have experience with Salesforce and are looking to obtain the Salesforce Certified Service Cloud Consultant certification. Service-Cloud-Consultant exam covers a wide range of topics, including service cloud automation, customer management, and service analytics.

Earning the Salesforce Certified Service cloud consultant certification can provide several benefits to professionals. It can help individuals demonstrate their expertise in implementing and managing Service Cloud solutions, which can lead to better job opportunities and career growth. It can also help organizations identify and hire qualified professionals who can help them maximize their investment in Salesforce Service Cloud.

Salesforce Certified Service cloud consultant Sample Questions (Q208-Q213):

NEW QUESTION # 208

Universal Containers 'IT policy prevents third-party software from being installed on employee computers. However, the VP of Service has asked that cases be automatically created from customer emails. What solution should a consultant recommend?

- A. An AppExchange package
- B. web-to-Case
- C. Email-to-Case
- D. **On-Demand Email-to-Case**

Answer: D

NEW QUESTION # 209

Service Representatives are complaining that their Lightning Service Console is too crowded making it difficult to find the tabs and features they need. After reviewing the Service Representatives console use, all configured features are required. Which solution should a Consultant suggest to improve the efficiency of console users?

- A. Create multiple Console layouts
- B. Enable Keyboard shortcuts
- C. Configure Macros
- D. **Define criteria-based record page components**

Answer: D

Explanation:

Criteria-based record page components are components that only display on a record page when certain conditions are met. For example, you can show a component only when the case status is closed, or when the case priority is high. This way, you can reduce the clutter on the Lightning Service Console and make it easier for service representatives to find the tabs and features they need. You can use the Lightning App Builder to define criteria-based record page components for different objects and apps. Verified References:

[Criteria-Based Record Page Components]

NEW QUESTION # 210

Cloud Kicks' development team must manage multiple projects that compete for limited resources. The team needs to change directions often and start urgent work quickly.

Which step should a consultant recommend completing before beginning the build phase?

- A. Test
- B. Enablement
- C. Design

Answer: C

Explanation:

Before beginning the build phase, especially in a dynamic environment with multiple projects and limited resources, it's crucial to complete the Design step. This involves defining the architecture, user experience, and functional requirements, ensuring that the development team has a clear blueprint to follow, which can adapt to changes and prioritize urgent work efficiently.

NEW QUESTION # 211

A consultant is working on a Service Cloud implementation with a fixed budget and timeline. Additional requirements were discovered early on that will result in the project exceeding timeline and budget constraints.

What is the first step the consultant should take to address the issue?

- A. Document the gap in requirements and discuss the schedule and budget impact with the project team
- B. Incorporate the additional requirements into the project scope and continue with the original project schedule.
- C. Send a change order to the client to account for the additional budget requirements.

Answer: A

Explanation:

Comprehensive and Detailed Explanation:

When additional requirements are identified that may impact the project's scope, timeline, or budget, the first step is to document these gaps and discuss their implications with the project team. This collaborative approach ensures that all stakeholders are aware of the potential impacts and can make informed decisions on how to proceed.

From Salesforce's best practices:

"When additional requirements are discovered that will result in the project exceeding timeline and budget constraints, the first step is to document the gap in requirements and discuss the schedule and budget impact with the project team."

-Salesforce Trailblazer Community

This approach allows for a transparent assessment and facilitates the development of a plan to address the new requirements, which may include reprioritizing tasks, adjusting timelines, or negotiating additional resources.

NEW QUESTION # 212

What key metric should a contact center manager use to evaluate the effectiveness of a new Service Cloud implementation? (Choose 2)

- A. First contact resolution rate
- B. Average number of knowledge articles published
- C. Number of total cases handled
- D. Total number of solutions created by agent

Answer: A,C

NEW QUESTION # 213

100

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