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To earn the Salesforce Service-Cloud-Consultant Certification, candidates must pass a 60-question multiple-choice exam that tests their knowledge of the Salesforce Service Cloud platform. Service-Cloud-Consultant exam covers topics such as case management, knowledge management, service console customization, integration with third-party systems, and analytics. Candidates are also required to have practical experience in implementing and managing customer service solutions using the Salesforce platform. Salesforce Certified Service cloud consultant certification is valid for two years, and candidates must maintain their certification by completing maintenance modules and passing a maintenance exam every two years. Achieving the Salesforce Service-Cloud-Consultant Certification is a valuable asset for professionals who want to advance their careers in the Salesforce ecosystem and demonstrate their expertise in implementing customer service solutions on the Salesforce platform.

Salesforce Certified Service cloud consultant Sample Questions (Q140-Q145):

NEW QUESTION # 140

Universal Containers provides Customer Support for two separate business operations. The cases managed for each operation have

different steps and fields.

Which three features could be implemented to support this? Choose 3 answers

- **A. Record Types**
- **B. Page Layouts**
- C. Article Types
- **D. Support Processes**
- E. Omni-Channel

Answer: A,B,D

Explanation:

Page layouts, record types, and support processes are features that can be implemented to support different case management steps and fields for two separate business operations. Page layouts control the layout and organization of fields, buttons, related lists, and other components on a record detail or edit page. Record types allow you to offer different business processes, picklist values, and page layouts to different users based on their profiles. Support processes define the picklist values for the Status field on cases for each record type.

Verified References: Service Cloud Consultant Certification Guide & Tips, Page Layouts Overview, Record Types Overview, Support Processes Overview

NEW QUESTION # 141

Which two capabilities of Salesforce Knowledge ensure accurate content in Articles?

Choose 2 answers

- **A. Validation Rules for Article Types to verify all fields during creation**
- B. Approval Process that assigns an Article to a Reviewer Queue
- C. Knowledge Action to Publish an Article once the Article is approved
- **D. Data Category to assign an Article Type to a Reviewer**

Answer: A,D

NEW QUESTION # 142

Universal Containers (UC) has regional contact centers around the world. UC has implemented Service Cloud with the organization-wide default for Cases set to Private. The UC role hierarchy is set up by region. Support managers want to see support metrics for their region by default. UC needs a scalable solution.

Which strategy should a consultant recommend?

- **A. Create a Dynamic Dashboard.**
- B. Create a dashboard for each support manager.
- C. Create a dashboard using Reporting Snapshots.

Answer: A

Explanation:

A Dynamic Dashboard is the best solution for Universal Containers to provide regional support managers with the ability to see support metrics specific to their region by default. Dynamic Dashboards adjust the displayed data based on the viewer's role in the hierarchy, ensuring that each manager sees metrics relevant to their region. This scalable solution eliminates the need for multiple static dashboards, simplifying maintenance and ensuring data relevancy.

NEW QUESTION # 143

Universal Containers is implementing a customer community using the

customer service template. One of the requirements is for members to be able to find knowledge articles based on the product type. How should a consultant satisfy this requirement?

- **A. Utilize topic tags for each product type**
- B. Set the visibility to the data categories
- C. Define article types with sharing settings
- D. Enable suggested articles in the community

Answer: A

Explanation:

Utilizing topic tags for each product type is a solution that can satisfy the requirement of allowing community members to find knowledge articles based on the product type. Topic tags are keywords that can be assigned to articles, questions, or other content in the community to categorize them by subject. Community members can use topic tags to filter and search for content that matches their interests or needs. Verified References: :

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

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

NEW QUESTION # 144

What are some uses of www.trust.salesforce.com in business continuity planning? (Choose 3)

- **A. To provide information planning planned maintenance**
- B. To provide live support for system and data backup
- C. To provide best practices for continuity plans
- **D. To provide online security threat information**
- **E. To provide live and historical data on system performance**

Answer: A,D,E

NEW QUESTION # 145

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