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Salesforce Service-Cloud-Consultant certification is a popular and highly sought-after certification among professionals in the customer service industry. Salesforce Certified Service cloud consultant certification demonstrates an individual's expertise in implementing and managing the Salesforce Service Cloud platform. The Salesforce Service-Cloud-Consultant certification exam is designed to evaluate the knowledge and skills of professionals who have experience in designing and implementing customer service solutions using the Salesforce platform.

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.

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Types of Service-Cloud-Consultant Exam Practice Test Questions

For candidates who prefer a more flexible and convenient option, Salesforce provides the Service-Cloud-Consultant PDF file, which can be easily printed and studied at any time. The PDF file contains the latest real Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) questions, and Service-Cloud-Consultant ensures that the file is regularly updated to keep up with any changes in the exam's content.

Salesforce Certified Service cloud consultant Sample Questions (Q177-Q182):

NEW QUESTION # 177
How should a consultant configure a report that shows the average number of days that Cases stay open?

- A. Create a report snapshot of the number of open Cases each day.
- B. Create a formula field on Case to calculate the average age.
- C. Use the standard Case age field on the resort.

Answer: B

Explanation:
To report the average number of days that Cases stay open, creating a formula field on the Case object to calculate the age of each case is effective. This formula can calculate the difference between the case creation date and the current date (for open cases) or the closed date (for closed cases). A report can then aggregate this data to calculate the average age of cases, providing insights into case resolution times.

NEW QUESTION # 178
How is the hash mark (e.g., #salesforce) used in chatter?

- A. Links the Chatter message to Twitter
- B. Ties the Chatter message to a topic
- C. Indicates a clickable URL hyperlink
- D. Indicates the name of a group in which to place the Chatter message

Answer: B

NEW QUESTION # 179
Universal Containers would like for article to be different channel for social interactions.
What solution should a consultant recommend?

- A. Create a Visualforce page on the customer community portal.
- B. Create a Chatter group and invite the customer to join with an external chatter user.
- C. Set up communication channel layouts in the object manager to use Insert Article into Social post.
- D. Set up insert Article into Social post and enable the customer community portal.

Answer: C

Explanation:
Explanation
Setting up communication channel layouts in the object manager to use Insert Article into Social post is a solution that can enable article insertion into social interactions in Lightning Knowledge. Communication channel layouts allow administrators to customize how articles appear in different channels, such as email, chat, or social media. Insert Article into Social post is an action that allows agents to insert articles into social posts using Social Customer Service. Verified References: :
https://help.salesforce.com/s/articleView?id=sf.knowledge_communication_channel_layouts.htm&type=5 :
https://help.salesforce.com/s/articleView?id=sf.knowledge_insert_article_content_email.htm&type=5 :
https://help.salesforce.com/s/articleView?id=sf.social_customer_service_overview.htm&type=5

NEW QUESTION # 180
Cloud Kicks (CK) provides support through Web-to-Case. As part of a service improvement project, a self-service portal in Experience Cloud and public Knowledge base were added. When reviewing service KPIs, management at CK found a 10% increase in case resolution time and is considering reverting the changes.
What is the likely reason for the KPI change?

- A. Self-service deflects easy cases, leaving more complex cases for agents.
- B. Customers are spending additional time searching for answers.
- C. Customers must spend additional time registering for the portal.
- D. Agents do not have access to the same Knowledge articles as customers.

Answer: A

Explanation:
This is the most likely reason for the increase in case resolution time, because self-service portals and knowledge bases enable

customers to find answers to common or simple questions without creating a case. This means that agents are left with more complex or challenging cases that require more time and effort to resolve3 Verified References: 3: Self-Service Best Practices

NEW QUESTION # 181
Cloud Kicks (CK) supports customers through Salesforce Messaging. Service agents have reported multiple instances where customers have used abusive language. CK wants a way to prevent abusive customers from starting future messaging sessions.

- A. Create an Omni-Flow.
- B. Create an IP blocking rule.
- C. Create a record-triggered Flow.

Answer: C

Explanation:
A record-triggered Flow can be used to automatically update or restrict future messaging access when a customer's record (for example, contact or messaging session) meets specific criteria-such as detecting abusive behavior or a flag field being set. This automation can block or flag future messaging sessions at the data level.
Option A (IP blocking) is not supported natively in Salesforce Messaging.
Option B (Omni-Flow) manages work routing, not user eligibility for channel access.
Referenced Salesforce Materials:
* Service Cloud Consultant Exam Guide - Interaction Channels Domain.
* Salesforce Help: "Automate Messaging Restrictions Using Record-Triggered Flows."
* Salesforce Spring '24 Release Notes - Messaging Controls and Automation Enhancements.

NEW QUESTION # 182
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There is a way to clear your Service-Cloud-Consultant certification exam without finding the best source of help. As an applicant for the Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) exam, you need actual Salesforce Service-Cloud-Consultant exam questions to know how you can score well and attempt it successfully. You can visit Lead2PassExam to get the best quality Service-Cloud-Consultant Practice Test material for the Service-Cloud-Consultant exam.

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