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Salesforce Service-Cloud-Consultant Exam Overview:

Certification Vendor: Salesforce
Exam Name: Salesforce Certified Service Cloud Consultant
Exam Number: Service-Cloud-Consultant
Available Languages: English
Real Exam Qty: 65
Related Certifications: Salesforce Certified Administrator

Exam Price: USD 200
Exam Duration: 105 minutes

Exam Format: Multiple-choice, Multiple-select
Passing Score: 67%
Sample Questions: Salesforce Service-Cloud-Consultant Sample Questions
Exam Way: Online (proctored) or Onsite (at a testing center)
Pre Condition: Salesforce Certified Administrator credential is required
Official Syllabus URL: <https://trailhead.salesforce.com/en/credentials/servicecloudconsultant>

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Who should take the Service-Cloud-Consultant exam

The Salesforce Service Cloud Consultants Service-Cloud-Consultant Exam certification is an internationally-recognized validation that identifies persons who earn it as possessing skilled as a Service Cloud Consultant. If a candidate wants significant improvement in career growth needs enhanced knowledge, skills, and talents. The Salesforce Service Cloud Consultants Service-Cloud-Consultant Exam Certification provides proof of this advanced knowledge and skill. If a candidate has knowledge of associated technologies and skills that are required to pass Salesforce Service Cloud Consultants Service-Cloud-Consultant Exam then he should take this exam.

Salesforce Certified Service cloud consultant Sample Questions (Q70-Q75):

NEW QUESTION # 70

Universal Containers wants to implement best practices for its customer support teams and has decided to follow a Knowledge-Centered Support (KCS) methodology Which two benefits can be expected from KCS adoption? Choose 2 answers

- A. A knowledge article life cycle that is implemented correctly the first time and does not need to change
- B. Reduced first contact resolution
- C. Reduced issue resolution time
- D. A knowledge article life cycle that evolves based on usage and demand

Answer: B,C

NEW QUESTION # 71

When designing a Case management solution to increase agent productivity, which Service Cloud features should you consider first? Choose 2 answers.

- A. Case queues
- B. Case assignment rules
- C. Case custom reports
- D. Case dashboards

Answer: A,B

NEW QUESTION # 72

Cloud Kicks (CK) has recently started using Entitlements within its support process. However, CK has found many cases with inaccurate data. As many Entitlements are similarly named, service agents are selecting Entitlements that are not associated with the Account assigned on the Case.

What is the recommended method to meet the requirements?

- **A. Auto-Add Milestones**
- B. Approval Process
- C. Cross-Object Formula
- D. Lookup Filter

Answer: A

NEW QUESTION # 73

Universal Containers (UC) has Excel files of customer data maintained by its service reps. All of the service reps have worked with the same customer contacts. UC wants to ensure that its Salesforce instance has clean data.

Which best practice should a consultant recommend?

- **A. Deduplicate the data before importing into Salesforce.**
- B. Import the records and use Duplicate Management.
- C. Import the records and create a Flow to change the data type.

Answer: A

Explanation:

The best practice to ensure clean data in Salesforce when importing customer data from Excel files is to deduplicate the data before the import process. This involves identifying and merging duplicate records, ensuring that only unique and accurate data is imported into Salesforce. This proactive step prevents data quality issues and maintains the integrity of the Salesforce database.

NEW QUESTION # 74

Cloud Kicks uses the Service Console and work items to route cases to available agents.

Service agents need a way to see work they have accepted and incoming items. Which feature should a Service Cloud consultant recommend?

- A. Personalised navigation menu
- B. Actions & Recommendations component
- C. Global Shared Macro
- **D. Omni-Channel Utility widget**

Answer: D

Explanation:

The Omni-Channel Utility widget is a component that can be added to the Service Console to allow agents to see their work status, accept incoming work items, and view their work queue. The widget also displays notifications and alerts for agents when they receive new work or when their status changes. Verified References: : Omni-Channel Utility Widget

NEW QUESTION # 75

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