

New Service-Cloud-Consultant Exam Price, Service-Cloud-Consultant Official Cert Guide



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Salesforce Service-Cloud-Consultant Exam Reference

Salesforce Service-Cloud-Consultant certification exam consists of 60 multiple-choice questions and is timed at 105 minutes. The passing score for the exam is 65%, and the exam fee is \$200. Candidates who successfully pass the exam earn the Salesforce Certified Service Cloud Consultant credential, which demonstrates their proficiency in Salesforce Service Cloud and their ability to design and implement solutions that meet business requirements.

Salesforce Service-Cloud-Consultant Certification is a prestigious certification that validates the expertise of professionals in the Salesforce Service Cloud domain. Salesforce Certified Service cloud consultant certification is designed to test the proficiency of individuals in the design, implementation, and management of Service Cloud solutions. Salesforce Certified Service cloud consultant certification also assesses the ability of professionals to provide exceptional customer service experiences, and find innovative solutions to complex customer issues.

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Service-Cloud-Consultant Official Cert Guide & Exam Sample Service-Cloud-Consultant Questions

The Service-Cloud-Consultant PDF is the most convenient format to go through all exam questions easily. It is a compilation of actual Salesforce Service-Cloud-Consultant exam questions and answers. The PDF is also printable so you can conveniently have a hard copy of Salesforce Service-Cloud-Consultant Dumps with you on occasions when you have spare time for quick revision.

Salesforce Certified Service cloud consultant Sample Questions (Q84-Q89):

NEW QUESTION # 84

Universal Containers wants to deploy the Service Cloud to its contact centers located across North America, Europe, and Asia. The company wants standardized contact center processes and reporting implemented in its centers worldwide.

Which approach should a consultant recommend in this scenario?

- A. Assign a global team of experienced agents and leaders to create a common design template and report structure.
- B. Recommend that the VP of Worldwide Support design a global template to provide a clear vision and standardization.

- C. Recommend utilizing out-of-the-box functionality to reduce cost and ensure one worldwide process and reporting.
- D. Assign teams in each major contact center to design a solution unique to its needs and have an analyst build a combined report.

Answer: A

Explanation:

This is the best approach for deploying the Service Cloud to multiple contact centers located across different regions with standardized processes and reporting. By assigning a global team of experienced agents and leaders, you can leverage their expertise and insights to create a common design template and report structure that meets the business requirements and best practices of each region. This way, you can ensure consistency, efficiency, and quality across all contact centers. You can also facilitate communication and collaboration among the global team members and stakeholders. Verified References: [Best Practices for Implementing Service Cloud]

NEW QUESTION # 85

A company wants to publish Knowledge articles to its Customer Community. The articles should be organized for easy navigation by Community members. What should a Consultant recommend?

- A. Define Data Categories with Custom Visibility.
- **B. Define Topics for each Knowledge article.**
- C. Define a Custom Field to identify the Subject.
- D. Define Article Types with Public Sharing Settings.

Answer: B

NEW QUESTION # 86

The support manager at Universal Containers is getting inaccurate agent performance reports. After researching the data, the Salesforce admin has identified hundreds of cases that are closed but still owned by a queue. Which solution should a consultant recommend?

- A. Use Data Loader periodically to assign these cases to a default owner.
- B. Create a case assignment rule to ensure cases are owned by a user when closed.
- **C. Create a case validation rule to ensure cases are owned by a user when closed.**

Answer: C

Explanation:

To address the issue of closed cases still owned by a queue, implementing a case validation rule is the most effective solution. This rule can enforce that cases must be transferred to an individual user's ownership before they can be marked as closed. This ensures data accuracy in reports and helps in evaluating agent performance more reliably, as cases will correctly reflect their final ownership status.

NEW QUESTION # 87

Cloud Kicks (CK) uses Lightning Knowledge and has set up Data Categories. CK uses Data Category Visibility to control access based on products and geographic location. The Service Cloud administrator plans to enable "Use standard Salesforce sharing" in Sharing Settings under Knowledge Setting.

Which consideration should the administrator be aware of when making this change?

- **A. Data Categories no longer control access to articles.**
- B. Data Category Visibility of All Categories provides Public Read/Write access.
- C. Data Category Visibility of Custom overrides Organization-Wide Sharing Default access.
- D. Data Category Visibility of AM Categories provides Public Read Only access.

Answer: A

Explanation:

This is the main consideration when enabling "Use standard Salesforce sharing" in Sharing Settings under Knowledge Settings, because it changes how article access is controlled. When this setting is enabled, article access is controlled by organization-wide

sharing defaults and sharing rules, instead of data categories and data category visibility settings. This means that data categories are only used for filtering and organizing articles, not for restricting access. Verified References: : Control Article Access with Sharing Settings

NEW QUESTION # 88

Universal Containers (UC) has created a new partner onboarding process that requires an agent to create 10 open activities that correlate to a step of the onboarding experience. UC typically adds 20 new partners a week. Creating activities is labor intensive and can take up to 20 minutes each to complete.

What is a cost-effective method for agents to create these activities?

- A. Navigate a Screen Flow.
- B. Leverage Einstein Case Wrap-Up.
- C. Execute a macro

Answer: C

Explanation:

To efficiently create multiple activities related to the new partner onboarding process, executing a macro is a cost-effective method. Macros automate repetitive tasks, allowing agents to quickly generate the required activities for each step of the onboarding process, saving time and reducing manual effort.

NEW QUESTION # 89

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