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Salesforce Service-Cloud-Consultant exam is a challenging test that requires a great deal of preparation and study. 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. Candidates who pass the exam and obtain the Salesforce Certified Service Cloud Consultant certification will have demonstrated their proficiency in Salesforce's Service Cloud platform and their ability to deliver high-quality customer service.

The Salesforce Service-Cloud-Consultant exam covers a wide range of topics related to Salesforce Service Cloud, including case management, knowledge management, service console customization, data management, and integration with other systems. It also tests candidates on their ability to design and implement solutions that meet the unique needs of their clients or organizations.

Salesforce Service-Cloud-Consultant Certification Exam is suitable for professionals who work as Service Cloud consultants, Service Cloud administrators, Service Cloud developers, or any other role that involves working with Service Cloud solutions. Salesforce Certified Service cloud consultant certification is also ideal for those who want to enhance their skills and knowledge in Service Cloud and customer service processes.

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Salesforce Certified Service cloud consultant Sample Questions (Q167-Q172):

NEW QUESTION # 167

Cloud Kicks wants to optimize its development methodology. Team members want to visualize the workflow to ensure everyone is aligned. In addition, the team limits the amount of work in a given state on capacity and bandwidth.

Which methodology should a consultant recommend?

- **A. Kanban**
- B. Scrum
- C. Extreme Programming
- D. Lean Development

Answer: A

Explanation:

Explanation

Kanban is the recommended methodology to meet the requirements, because it allows CK to optimize its development process by visualizing the workflow, limiting the work in progress, and improving efficiency and quality. Kanban is a method that uses a board with columns and cards to represent the stages and tasks of a project, and helps teams monitor and manage their work flow.

Kanban also encourages teams to limit the amount of work in each stage based on their capacity and bandwidth, and to focus on delivering value to customers. Verified References: : Kanban Methodology

NEW QUESTION # 168

Cloud Kicks uses Social Customer Service to create and respond to customer cases. After closing a case, service agents are seeing duplicate cases the customer makes a new social post.

What should a consultant recommend?

- A. Configure a Macro to close the duplicate case
- B. Change the Run Apex As User to a service agent profile.
- **C. In Inbound Setting, set Enable Case Reopen to 3 days.**
- D. Establish Duplicate Rules to find similar cases.

Answer: C

Explanation:

This is the recommended solution to prevent duplicate cases when a customer makes a new social post after closing a case. In Inbound Settings, there is an option to enable case reopen, which allows a closed case to be reopened when a customer replies on the same social network within a specified number of days. Setting this option to 3 days means that if a customer posts a new comment on Facebook or Twitter within 3 days of closing a case, the original case will be reopened instead of creating a new one.

Verified References: : Enable Case Reopen

NEW QUESTION # 169

Universal Containers (UC) is migrating from a legacy case management system to Salesforce. UC would like to retain the existing parent-child relationships between cases.

What should a consultant recommend?

- A. Migrate child cases first.
- B. Migrate parent cases first
- **C. Service-Cloud-Consultant Migrate parent and child cases together.**

Answer: C

Explanation:

To retain existing parent-child relationships between cases when migrating to Salesforce, it is crucial to migrate parent and child cases together. This ensures that the hierarchical structure is preserved in Salesforce, maintaining the context and relationships essential for case management.

NEW QUESTION # 170

Cloud Kicks is preparing to support customers through SMS text messaging and WhatsApp. Support agents will need to easily switch between multiple customer conversations. Which two features will help meet the requirements?

Choose 2 answers

- A. Chat

- B. Messaging
- C. Service Console
- D. Social Customer Service

Answer: B,C

NEW QUESTION # 171

The contact center at universal containers wants to increase its profit margins by promoting call deflection with service cloud. Which two solutions should a consultant recommend?
Choose 2 answers

- A. Customer community
- B. Service cloud console
- C. Knowledge base
- D. Automatic call distribution

Answer: A,C

Explanation:

A customer community is a branded online portal that allows customers to access self-service resources, such as knowledge articles, FAQs, forums, and case management. A knowledge base is a repository of information that can help customers find answers to their questions or issues. Both solutions can help promote call deflection by enabling customers to resolve their own problems without contacting the contact center. Verified References: Service Cloud Consultant Certification Guide & Tips, Experience Cloud Overview, Knowledge Overview

NEW QUESTION # 172

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