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Salesforce Certified Service Cloud Consultant certification is a highly sought-after credential in the IT industry. It validates the skills and knowledge of professionals who work with Service Cloud solutions, and it demonstrates their ability to design, implement, and manage complex service cloud implementations. Salesforce Certified Service cloud consultant certification is recognized globally, and it is a testament to an individual's expertise in the field.

The Salesforce Service-Cloud-Consultant exam covers a range of topics including designing and implementing Service Cloud solutions, managing cases and knowledge, building and maintaining a Salesforce Community, and integrating with external systems. Service-Cloud-Consultant Exam consists of 60 multiple-choice questions, and you will have 105 minutes to complete it. To pass the exam, you must score at least 67%. Salesforce Certified Service cloud consultant certification is valid for two years, after which you

will need to retake the exam or complete a maintenance module to maintain your certification. With this certification, you can demonstrate your expertise in Service Cloud and advance your career as a Salesforce professional.

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Salesforce Certified Service cloud consultant Sample Questions (Q264-Q269):

NEW QUESTION # 264

Universal Containers is changing their case management system to salesforce. All active accounts, contacts, open cases and closed cases for the past five years must be migrated to salesforce for go-live.

Which approach should the consultant use for data migration?

- A. Plan, prepare, validate, execute, test
- **B. Plan, prepare, test, execute, validate.**
- C. Prepare, plan, validate, execute, test
- D. Prepare, plan, Test, execute, validate.

Answer: B

NEW QUESTION # 265

Cloud Kicks has a Service Cloud implementation with several channels. Executives want quick access to agent, team, and call center key performance indicators (KPIs). Service managers need to see data about their teams as well.

How should the consultant display the data quickly?

- **A. Use Einstein Analytics for Service Cloud,**
- B. Create reports from Cases and display on a dashboard.
- C. Migrate the data to a data lake and request a dashboard.

Answer: A

Explanation:

For providing executives and service managers with quick access to agent, team, and call center KPIs, utilizing Einstein Analytics for Service Cloud is recommended. This solution offers advanced analytics and visualization capabilities, enabling the creation of dashboards that provide real-time insights tailored to different organizational levels, based on their data access.

NEW QUESTION # 266

Managers at Cloud Kicks often need to update the Case Type field for up to 75 cases at one time using list views.

Which Service Console productivity tool should a consultant recommend?

- A. Use a keyboard shortcut.
- B. Run a macro on each case.
- **C. Use a mass Quick Action.**

Answer: C

Explanation:

For managers at Cloud Kicks who need to update the Case Type field for multiple cases at once using list views, utilizing a mass Quick Action is the recommended Service Console productivity tool. Mass Quick Actions allow users to make updates to multiple

records simultaneously from a list view, streamlining the process of updating case information and enhancing efficiency in case management workflows.

NEW QUESTION # 267

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

Answer: B,C,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 # 268

Universal Containers allows Agents to work remotely using a company -provided laptop, but does NOT control the quality of their internet service. Agents must be able to use live agent functionality remotely.

Which two options should a Consultant recommend to ensure Agents can efficiently use this functionality?

Choose 2 answers

- A. Allow the user to log into Live Agent from multiple browsers.
- B. Ensure each laptop has a modern browser installed.
- C. Coach users on minimizing open console tabs.
- D. Add additional components to the Lightning console.



Answer: B,C

NEW QUESTION # 269

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