

# 100% Free Service-Cloud-Consultant–100% Free Test Guide Online | Valid Salesforce Certified Service cloud consultant Reliable Study Guide



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To be eligible for the Salesforce Service-Cloud-Consultant exam, you need to have a minimum of six months of experience in implementing and configuring Salesforce Service Cloud. You should also have a good understanding of customer service processes and practices. It is recommended that you have completed the Salesforce Administrator certification before attempting the Service-Cloud-Consultant exam.

Salesforce is a cloud-based customer relationship management (CRM) software that is widely used by businesses across the world. It provides a comprehensive suite of tools for managing customer interactions, sales, marketing, and service. Salesforce offers several certifications to help professionals validate their expertise in using the platform. One of the most sought-after certifications is the Salesforce Service-Cloud-Consultant Certification Exam.

Salesforce Service-Cloud-Consultant exam is a multiple-choice exam that consists of 60 questions. Candidates have 105 minutes to complete the exam and must score a minimum of 68% to pass. Service-Cloud-Consultant exam covers a range of topics such as designing and implementing Service Cloud solutions, managing cases and solutions, and configuring Salesforce Knowledge.

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It is browser-based; therefore no need to install it, and you can start practicing for the Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) exam by creating the Salesforce Service-Cloud-Consultant practice test. You don't need to install any separate software or plugin to use it on your system to practice for your actual Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) exam. ActualTestsQuiz Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) web-based practice software is supported by all well-known browsers like Chrome, Firefox, Opera, Internet Explorer, etc.

## Salesforce Certified Service cloud consultant Sample Questions (Q20-Q25):

### NEW QUESTION # 20

Universal Containers is preparing to implement Service Cloud for its global Support team. Requirements gathering sessions have resulted in a large set of required deliverables.

What should a consultant recommend as the next step?

- A. Prioritize the requirements based on who submitted them.
- **B. Identify the requirements needed for initial GoLive.**
- C. Organize the requirements from largest to smallest.
- D. Provide a timeline that addresses all the requirements.

**Answer: B**

Explanation:

Identifying the requirements needed for initial GoLive is the recommended next step after gathering a large set of required deliverables for implementing Service Cloud. Identifying the requirements needed for initial GoLive involves prioritizing the requirements based on their importance, urgency, complexity, and dependency. This can help determine the scope and timeline of the project, as well as the resources and budget needed. Identifying the requirements needed for initial GoLive can also help avoid scope creep, manage expectations, and ensure a successful implementation. Verified References: Service Cloud Consultant Certification Guide & Tips, Project Management Best Practices

### NEW QUESTION # 21

Universal Containers has scheduled a major upgrade to its Customer Community next month. The community is expected to be unavailable for approximately 8 hours. The executive team is concerned about how the upgrade and associated outage will impact customers. Which three measures should the Consultant recommend to ensure transparency during the upgrade process? Choose 3 answers

- **A. Notify customers once the upgrade is completed and full services are restored.**
- B. Send routine status updates to customers via Chatter during the upgrade.
- C. Publish ongoing updates to the community knowledge base with details about the upgrade.
- **D. Communicate information about the upgrade to customers in advance.**
- **E. Replace the default outage page with a custom page containing upgrade information.**

**Answer: A,D,E**

### NEW QUESTION # 22

Universal Containers is implementing a customer community using the customer service template. One of the requirements is for members to be able to find knowledge articles based on the product type. How should a consultant satisfy this requirement?

- A. Define article types with sharing settings
- B. Set the visibility to the data categories
- **C. Utilize topic tags for each product type**
- D. Enable suggested articles in the community

**Answer: C**

Explanation:

Utilizing topic tags for each product type is a solution that can satisfy the requirement of allowing community members to find knowledge articles based on the product type. Topic tags are keywords that can be assigned to articles, questions, or other content in the community to categorize them by subject. Community members can use topic tags to filter and search for content that matches their interests or needs. Verified References: :

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### NEW QUESTION # 23

Universal Containers wants to let its customers interact real time with support agents from their computers and mobile devices. What feature should a consultant recommend to meet this requirement?

- A. Case Assignment Rules
- **B. Embedded Chat Service**
- C. Web-to-CaM
- D. Experience Cloud site

**Answer: B**

#### NEW QUESTION # 24

Universal Containers wants to reduce the amount of time support agents spend creating cases. Case creation must scale up to 5000 new cases per day, as well as allowing file attachments under 25 MB by the customer.

Which two features should the consultant suggest?

Choose 2 answers

- A. Apex Email Service
- **B. On-Demand Email-to-Case**
- **C. Web-to-Case forms**
- D. Standard Email-to-case

**Answer: B,C**

Explanation:

On-Demand Email-to-Case and Web-to-Case forms are features that a consultant should suggest to reduce the amount of time support agents spend creating cases. Case creation must scale up to 5000 new cases per day, as well as allowing file attachments under 25 MB by the customer. These features can help automate the case creation process from email or web sources, as well as support file attachments. For example:

\* On-Demand Email-to-Case is a feature that allows you to convert customer emails into cases without installing an agent in your network. On-Demand Email-to-Case can handle up to 5000 new cases per day, and can also accept file attachments up to 25 MB in size. On-Demand Email-to-Case can help reduce the manual work of creating cases from emails, as well as preserve the email formatting and headers.

\* Web-to-Case forms are forms that you can embed on your website to allow customers to submit cases directly to Salesforce. Web-to-Case forms can handle up to 5000 new cases per day, and can also accept file attachments up to 25 MB in size. Web-to-Case forms can help capture customer information and issues from your website, as well as reduce the email and phone traffic to your support team.

Verified References: Service Cloud Consultant Certification Guide & Tips, Set Up On-Demand Email-to-Case, [Set Up Web-to-Case]

#### NEW QUESTION # 25

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