

Salesforce Service-Cloud-Consultant Valid Test Pass4sure | Free Service-Cloud-Consultant Dumps



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The benefits of obtaining a Salesforce Service Cloud Consultant certification are numerous. Certified professionals stand out in the job market and are highly sought after by organizations looking for experts in the Salesforce Service Cloud. Certified professionals also gain access to a community of other certified professionals, which can provide valuable networking opportunities and access to exclusive resources.

Salesforce Service-Cloud-Consultant certification exam is designed for professionals who specialize in Salesforce Service Cloud implementation and management. Salesforce Certified Service cloud consultant certification demonstrates a thorough understanding of the Salesforce Service Cloud platform and its capabilities, including service automation, knowledge management, and omni-channel support. Salesforce Certified Service cloud consultant certification is ideal for those who work in customer service, support, and call center management.

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 (Q99-Q104):

NEW QUESTION # 99

Universal Containers requires that users have the ability to view specific cases, as determined by the Product Type field on the case. When a case is created or closed, an email should be sent only to users who have access to the case. Which feature should a consultant recommend to meet these requirements?

- A. Case swarms
- B. Account teams
- C. Case teams

Answer: C

Explanation:

Case teams in Salesforce allow for collaborative case management by enabling a group of users to work on cases together. By using case teams, Universal Containers can specify which users have access to cases based on the Product Type field. Additionally, workflow rules or process builders can be configured to send emails to case team members when a case is created or closed, ensuring that only those with access to the case are notified, thus meeting the requirements.

NEW QUESTION # 100

Universal Containers' customers prefer speaking to a live support agent for complex product issues. This results in a high volume of phone calls and customer dissatisfaction about long hold times. Which functionality should the consultant recommend to address the problem?

- A. Embedded Chat window
- B. Contact requests
- C. Web-to-Case

Answer: A

Explanation:

To address customer dissatisfaction with long hold times for phone support, embedding a Chat window on the company's website or customer portal is recommended. This provides an alternative real-time communication channel, allowing customers to quickly connect with live support agents for complex issues without the need for phone calls, reducing wait times and improving customer satisfaction.

NEW QUESTION # 101

Universal Containers wants to display a history of all of today's changes to a case in the order that occurred on a single page view. This requirement includes comments, emails, and edit to case fields. What tool should a consultant recommend to implement this requirement?

- A. Auto launch flow
- B. Salesforce Console for Service
- C. Visualforce custom page
- D. Process Builder

Answer: B

NEW QUESTION # 102

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

Answer: D

Explanation:

Embedded Chat Service is the feature that a consultant should recommend to meet the requirement of letting customers interact real-time with support agents from their computers and mobile devices. Embedded Chat Service is a feature that allows you to add a chat widget to any website or mobile app with a few lines of code.

Customers can initiate a chat session by clicking on the chat button or widget, and agents can respond using the Service Console. Embedded Chat Service also supports features such as pre-chat forms, chat transcripts, chat transfer, file transfer, and chatbot integration. Verified References: [Service Cloud Consultant Certification Guide & Tips], Embedded Chat Service Overview

NEW QUESTION # 103

What should a consultant recommend to ensure chat requests contain enough information for reps to effectively respond?

- A. Configure lightning guided engagement.
- B. Customize the lightning console that page.
- C. Customize the pre-chat form.
- D. Configure a chat validation rule.

Answer: C

NEW QUESTION # 104

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