

Detailed Service-Cloud-Consultant Study Plan - New Service-Cloud-Consultant Exam Review

SERVICE CLOUD CERTIFICATION STUDY QUESTIONS AND CORRECT DETAILED ANSWERS | ALREADY SCORED A+ | NEW UPDATE 2025

Which factors influence KPIs, and business challenges for call centers?

Hint: C-C-R - ANSWER ☒ a) Customer Satisfaction

b) Cost of Service

c) Revenue

For which KPI area is FCR (First Call Resolution) a driver? - ANSWER ☒ Customer Satisfaction

For which KPI area is AHT (Average Handle Time) a driver? - ANSWER ☒ Cost of Service

For which KPI area is Retention a driver? - ANSWER ☒ Revenue

What are common call deflection techniques? - ANSWER ☒ a) Email

b) Web

c) Chat

d) Social Media Channels

What can you see at trust.salesforce.com?

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Salesforce Certified Service cloud consultant Sample Questions (Q175-Q180):

NEW QUESTION # 175

Universal Containers has an active presence on Twitter and Facebook. Customers' requests from these social media channels should be responded to by support agents.

What should a consultant recommend to meet this requirement?

- A. Social Persona for Twitter and Facebook.
- B. Social Media Marketing message tagging.
- C. Social Customer Service for Twitter and Facebook.
- D. Einstein Bot social queues.

Answer: C

Explanation:

Social Customer Service is a feature that allows agents to respond to customer requests from social media channels such as Twitter and Facebook. Agents can create cases from social posts, reply to customers using social handles, and monitor social conversations using keywords and hashtags. Verified References: Service Cloud Consultant Certification Guide & Tips, Social Customer Service Overview

NEW QUESTION # 176

Milestones can be added to which two Object types?

Choose 2 answers

- A. Last
- B. Case
- C. Account
- D. Work Order

Answer: B,D

Explanation:

Explanation

These are two object types that milestones can be added to. Milestones are time-dependent actions that need to be completed within a certain period to achieve service level agreements (SLAs). Milestones can be added to work orders or cases using entitlement processes, which are timelines that include multiple milestones for each work order or case. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.entitlements_milestones_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.entitlements_process_overview.htm&type=5

NEW QUESTION # 177

One business unit at Universal Containers has been using Service Cloud for several years. While migrating another business unit to the platform, a System Administrator incorrectly imported 200,000 case records, which created significant data corruption of existing records. The most recent data backup available is more than 90 days old. Which option should the Consultant recommend?

- A. Restore the data using the available backup.
- B. Log a Data Recovery case with Salesforce Support.
- C. Manually update the corrupt data to correct it.
- D. Use Data Loader to delete the corrupt data.

Answer: B

NEW QUESTION # 178

UC's support team requires its customers to submit their support inquiries via free form email (Outlook, Gmail, Yahoo, etc.).

Additional requirements are listed below:

Support attachments up to 20MB per inquiry

Over 10,000 inquiries per day

Which solution should a consultant recommend to meet these requirements?

- A. Web-to-Case
- B. Customer Chatter groups
- C. Email-to-Case
- **D. On-Demand Email-to-Case**

Answer: D

NEW QUESTION # 179

Universal Containers has defined a set of steps that each Case must go through, from submission to closure. In addition, each step must be completed within a specific amount of time.

What approach should a consultant recommend to meet these requirements?

- A. Enable Omni-Channel Routing.
- B. Use Process Builder with Scheduled Actions
- **C. Define Entitlement and Milestones.**
- D. Configure Case Escalation Rules.

Answer: C

Explanation:

Explanation

Entitlements and milestones are features that help you track service contracts and service level agreements (SLAs) in Salesforce.

Entitlements are units of customer support, such as phone support or web support, that specify what kind of support a customer is eligible for. Milestones are time-dependent tasks that represent required steps in your support process, such as first response time or resolution time. By defining entitlements and milestones, you can ensure that each case goes through the set of steps required by your SLA and meets the time limits for each step. Verified References: [Entitlement Management]

NEW QUESTION # 180

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