

Salesforce Service-Cloud-Consultant Exam Dumps with Guaranteed Success Result [2026]



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Salesforce Service-Cloud-Consultant Exam is intended for professionals who have experience in implementing Service Cloud solutions, configuring Salesforce applications, and managing customer support. Service-Cloud-Consultant exam tests candidates' knowledge of Service Cloud features, design considerations, and best practices for implementing and managing Service Cloud solutions. Professionals who achieve this certification are recognized as experts in Service Cloud and are in high demand by organizations seeking to deploy Salesforce Service Cloud solutions.

Earning the Salesforce Service-Cloud-Consultant certification demonstrates that a professional has the expertise and knowledge required to design and implement Salesforce service cloud solutions that meet customer requirements. Salesforce Certified Service cloud consultant certification is ideal for professionals who are looking to advance their careers in the Salesforce ecosystem and want to specialize in service cloud solutions. Additionally, it is a valuable asset for organizations that want to ensure that their Salesforce service cloud implementations are designed and implemented by certified professionals who have the expertise required to deliver successful projects.

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Salesforce Service-Cloud-Consultant certification is designed for professionals who want to demonstrate their expertise in the configuration and implementation of Salesforce Service Cloud. Salesforce Certified Service cloud consultant certification exam is intended for individuals who have experience in the Service Cloud domain and are looking to validate their skills and knowledge in the field. The Salesforce Service-Cloud-Consultant Certification is a globally recognized credential that can help professionals to enhance their career prospects and open up new job opportunities.

Salesforce Certified Service cloud consultant Sample Questions (Q77-Q82):

NEW QUESTION # 77

Which feature should a consultant recommend to allow a tier 2 service representative to take over case processing from tier 1 and know how far tier 1 had progressed in troubleshooting?

- A. Lightning Guided Engagement
- B. Lightning Row Component
- C. Path for Cases
- D. Service Console Macros

Answer: C

Explanation:

Path for Cases is a feature that can allow a tier 2 service representative to take over case processing from tier 1 and know how far tier 1 had progressed in troubleshooting. Path for Cases is a feature that allows administrators to define the key stages and steps for resolving cases in Salesforce. Path for Cases can help agents track the progress of each case and see the guidance and tips for each stage. Verified References: :

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

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

NEW QUESTION # 78

Which task should be included in a business continuity plan for a contact center? Choose 3 answers.

- A. Route cases to agents in an alternate center.
- B. Update the case status field values.
- C. Monitor service level agreements (SLAs) and notify customers.
- D. Deliver training on case handling for contingent staff.
- E. Disable the Interactive Voice Response (IVR) system.

Answer: A,C,D

NEW QUESTION # 79

Universal Containers (UC) is updating the Service Cloud console app for its call center agents. Management is concerned that deploying the new app will disrupt current operations and impact customer satisfaction.

What should the consultant recommend to mitigate these concerns?

- A. Configure the new app in a sandbox. Use a change-set to push the configuration to production for testing and training.
- B. Configure the new app in developer org and use an unmanaged package to deploy to production.
- C. Deploy the configuration from a sandbox to production during the next Salesforce version update so the system only goes down once.
- D. Deploy the configured and tested app to production, update the agent's profile to view the app and take away access to the old app.

Answer: A

Explanation:

Configuring the new app in a sandbox and using a change-set to push the configuration to production for testing and training is a recommended way to mitigate the concerns of disrupting current operations and impacting customer satisfaction. A sandbox is a copy of the production environment that can be used for development, testing, or training purposes without affecting the live data or users. A change-set is a collection of metadata components that can be deployed from one Salesforce org to another. By using these tools, Universal Containers can ensure that the new app is working as expected and that the agents are familiar with it before making it available in production. Verified References: Service Cloud Consultant Certification Guide & Tips, Sandbox Overview, Change Sets Overview

NEW QUESTION # 80

Cloud Kicks uses the Service Console and work items to route cases to available agents.

Service agents need a way to see work they have accepted and incoming items. Which feature should a Service Cloud consultant recommend?

- A. Actions & Recommendations component
- **B. Omni-Channel Utility widget**
- C. Global Shared Macro
- D. Personalised navigation menu

Answer: B

Explanation:

The Omni-Channel Utility widget is a component that can be added to the Service Console to allow agents to see their work status, accept incoming work items, and view their work queue. The widget also displays notifications and alerts for agents when they receive new work or when their status changes. Verified References: : Omni-Channel Utility Widget

NEW QUESTION # 81

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

Answer: D

Explanation:

Salesforce Console for Service is a tool that can implement the requirement of displaying a history of all of today's changes to a case in the order that occurred on a single page view. Salesforce Console for Service is a workspace that allows agents to manage multiple cases and interactions on a single screen. It includes a feed-based layout that shows a history of all the changes to a case, such as comments, emails, and edits to case fields, in chronological order. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.console2_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.console2_feed_based_layouts.htm&type=5

NEW QUESTION # 82

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