

# How to Pass the Salesforce Service-Cloud-Consultant Exam With Good Scores



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To prepare for the Salesforce Service-Cloud-Consultant exam, candidates should have experience working with the Salesforce Service Cloud and should be familiar with its features and functions. There are numerous resources available to help candidates prepare for the exam, including study guides, practice exams, and training courses. Candidates should also take advantage of the Salesforce Trailhead learning platform, which provides free online training and resources.

In order to achieve the certification, candidates must successfully pass a 60-question multiple-choice exam that tests their knowledge of Salesforce Service Cloud features, functionality, and best practices. Service-Cloud-Consultant Exam covers a wide range of topics, including service cloud automation, case management, service cloud analytics, and integration with other Salesforce clouds.

>> **Certification Service-Cloud-Consultant Questions** <<

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## Salesforce Certified Service cloud consultant Sample Questions (Q15-Q20):

### NEW QUESTION # 15

Universal Containers is bringing a new division under their existing Customer Service Contact Center. This will involve servicing several thousand new customers.

Which method should a consultant recommend for importing this data into universal containers service cloud instance

- A. Java Language Specific Toolkit

- B. Bulk Data Transfer API
- C. Data Integration via SOAP API
- D. Cloud-to-Cloud Integration Toolkit

**Answer: B**

#### NEW QUESTION # 16

Universal Containers wants to provide its five million customers a solution where customers can submit inquiries, monitor the status of those inquiries, and view their contact information.

Which type of Community license should be used to meet these requirements?

- A. Employee Community
- B. Company Community
- C. Customer Community
- D. Partner Community

**Answer: C**

#### NEW QUESTION # 17

If a Case cannot be resolved after Tier 1 has performed their troubleshooting steps, the case must be escalated to Tier 2 support. Tier 2 has additional troubleshooting steps. How can a Consultant configure the Lightning Service Console to support this requirement?

- A. Configure a Visual Flow Troubleshooting Action
- B. Define separate Record Types for Tier 1 and Tier 2
- C. Enable Omni-Channel Case assignment
- D. Implement Lightning Guided Engagement

**Answer: D**

Explanation:

Explanation

Lightning Guided Engagement is a feature that allows you to create and display interactive guides for agents in the Lightning Service Console. Lightning Guided Engagement uses flows to define the steps and logic for each guide, such as displaying prompts, collecting inputs, updating records, or branching based on conditions. You can then use the Engagement component to embed the guides in the Service Console and trigger them based on record criteria, such as case status, priority, or product. Lightning Guided Engagement can help you configure the Lightning Service Console to support different troubleshooting steps for Tier 1 and Tier 2 support by creating different guides for each tier and displaying them based on the case record type or owner.

Verified References: Service Cloud Consultant Certification Guide & Tips, Create Interactive Guides with Lightning Guided Engagement

#### NEW QUESTION # 18

universal Containers (UC) hired agents in an expansion of the contact center. Getting agents up to speed and fully productive is a priority. UC implemented a standardized agent customer dialog to assist agents.

Which two features should a consultant integrate of the Service Console?

Choose 2 answers

- A. Lightning Flow for service
- B. Lightning Process Builder
- C. Path for Cases
- D. Interaction Log

**Answer: A,D**

#### NEW QUESTION # 19

A customer has recently implemented an on-premise telephony system that is common in the industry. This



