

Valid Service-Cloud-Consultant Exam Question | Service-Cloud-Consultant New Study Questions



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We have thousands of satisfied customers around the globe so you can freely join your journey for the Salesforce Certified Service cloud consultant certification exam with us. TestValid also guarantees that it will provide your money back if in any case, you are unable to pass the Salesforce Service-Cloud-Consultant Exam but the terms and conditions are there that you must have to follow.

Salesforce Service-Cloud-Consultant certification is a prestigious certification that validates the expertise of professionals in the Salesforce Service Cloud domain. Salesforce Certified Service cloud consultant certification is designed to test the proficiency of individuals in the design, implementation, and management of Service Cloud solutions. Salesforce Certified Service cloud consultant certification also assesses the ability of professionals to provide exceptional customer service experiences, and find innovative solutions to complex customer issues.

Salesforce Certified Service cloud consultant exam is intended for experienced Salesforce professionals who have a strong understanding of Salesforce products and services. Candidates should have experience with Service Cloud implementation and should have a good understanding of customer service best practices. Service-Cloud-Consultant Exam is designed to validate the candidate's knowledge of Service Cloud functionality and their ability to design and implement Service Cloud solutions.

To pass the Salesforce Service-Cloud-Consultant Exam, candidates should have a thorough understanding of Salesforce Service Cloud features and functionality. They should also have experience in implementing and configuring Service Cloud solutions, including case management, knowledge management, and service console. Candidates should also have experience in designing and implementing complex business flows and integrations using Salesforce Service Cloud.

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Service-Cloud-Consultant New Study Questions - Service-Cloud-Consultant Real Testing Environment

The Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) practice questions (desktop and web-based) are customizable, meaning users can set the questions and time according to their needs to improve their discipline and feel the real-based exam scenario to pass the Salesforce Service-Cloud-Consultant Certification. Customizable mock tests comprehensively and accurately represent the actual Service-Cloud-Consultant certification exam scenario.

Salesforce Certified Service cloud consultant Sample Questions (Q190-Q195):

NEW QUESTION # 190

Which Salesforce resource can be attached to a customer email using standard Case Management capabilities?

- A. Knowledge articles suggested by Einstein
- B. Upcoming Milestones for the Case's Entitlement

- C. Internal Chatter posts about the Case

Answer: A

Explanation:

Salesforce enables the attachment of Knowledge articles suggested by Einstein to customer emails as part of standard Case Management capabilities. This feature leverages Einstein's AI to suggest relevant articles based on case context, allowing agents to provide helpful information and resources directly to customers, enhancing support quality and efficiency.

NEW QUESTION # 191

A service manager at Cloud Kicks has received complaints from customers who speak languages other than English that their cases are taking a long time to be resolved. After investigation, the consultant has determined that these work items fail to be assigned to the correct agents.

What should the consultant recommend that the service manager do first?

- A. Review Skills Backlog
- B. Review Queues Backlog
- C. Review Assigned Work.

Answer: A

Explanation:

Reviewing the Skills Backlog allows the service manager to identify any mismatches or delays in assigning cases to agents with the appropriate language skills. Addressing issues in the skills assignment process can help reduce resolution times for non-English speaking customers by ensuring cases are directed to the right agents.

NEW QUESTION # 192

A Service Rep transfers a Live Agent Chat to another Rep.

Which two things will happen?

- A. The Customer is shown the new Rep's name
- B. The Customer doesn't know they were transferred
- C. The chat transcripts and case are transferred
- D. Both Service Reps can chat with the customer

Answer: A,C

NEW QUESTION # 193

Cloud Kicks wants to easily turn social network posts into cases to respond to customer complaints. Support agents will need to respond to posts on Facebook, twitter, and instagram.

What is the recommended license to meet the requirement?

- A. Social Service Pro add-on
- B. Einstein Reply Recommendations
- C. Einstein Social Insights add-on
- D. Service Cloud User feature license

Answer: A

Explanation:

Social Service Pro add-on is the recommended license to meet the requirement, because it allows CK to turn social network posts into cases and respond to customer complaints on Facebook, Twitter, and Instagram.

Social Service Pro add-on is an extension of Social Customer Service that enables CK to monitor multiple social accounts, filter posts by keywords or sentiment, and automate case creation and assignment. Verified References: : Social Service Pro Overview

NEW QUESTION # 194

Ursa Major Solar sends service technicians to customer locations. Customers have complained about 4-hour long appointment windows and lack of information about the technician's arrival time.

What is the recommended feature to improve the customer experience?

- A. Appointment Assistant
- B. Incident Management
- C. Omni-Channel Routing
- D. Video Support

Answer: A

Explanation:

Explanation

Appointment Assistant is a feature that can improve the customer experience by reducing the 4-hour long appointment windows and providing information about the technician's arrival time. Appointment Assistant is a feature that allows customers to track the status and location of their service appointments in real time through SMS messages or a web page. Appointment Assistant can help customers plan their day, reduce no-shows, and increase satisfaction. Verified References:

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

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

NEW QUESTION # 195

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