

Reliable Service-Cloud-Consultant Test Voucher, Reliable Service-Cloud-Consultant Exam Answers



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Salesforce Service-Cloud-Consultant certification is highly valued in the job market as it demonstrates the candidate's expertise in Service Cloud solutions. Salesforce Certified Service cloud consultant certification is beneficial for professionals working in customer service, sales, marketing, and IT departments. Salesforce certified consultants are in high demand as companies are increasingly adopting Salesforce technology to manage their customer relationships.

Salesforce Service-Cloud-Consultant exam is a challenging but rewarding certification that can help professionals enhance their expertise in the Service Cloud platform. It is a globally recognized credential that demonstrates an individual's ability to design, implement, and manage complex service cloud solutions. If you are looking to enhance your career prospects in the IT industry, this certification is definitely worth considering.

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Salesforce Certified Service cloud consultant Sample Questions (Q31-Q36):

NEW QUESTION # 31

As part of a new Salesforce Knowledge implementation, Universal Containers would like to migrate articles from their current database.

Which factor should a Consultant consider as part of the migration strategy?

- **A. Prepare a single .csv file that can be used to migrate all articles types at once and include with a properties file in a .zip for import.**
- B. Ensure that each existing article type has a corresponding Salesforce Knowledge article type that matches its structure and content.
- C. Verify that each article type has field level security on all fields set to read-only prior to import, in order to prevent any loss of data.
- D. Convert any articles containing HTML into plain text before importing because HTML is NOT supported in any article field types.

Answer: A

NEW QUESTION # 32

Universal Containers CFO is looking for ways to reduce contact center costs. Which customer service metric should the CFO monitor to reach the budget goals? (Choose 2)

- **A. First call resolution**
- B. Upsell percentage
- **C. Average handle time**
- D. Customer retention

Answer: A,C

NEW QUESTION # 33

Universal Containers has implemented a call-based response system. The call wait time has become too long and customer service is being affected. Management would like to find a way for their agents to handle more customer transactions per day.

Which two features should a Consultant recommend?

Choose 2 answers

- A. Facebook Messaging
- **B. Chat**
- **C. Case Auto-Response**
- D. Escalation Rules

Answer: B,C

Explanation:

These are two features that a consultant should recommend to help reduce the call wait time and improve customer service. Chat is a feature that allows customers to interact with agents in real time through a web-based chat window. Chat can help reduce the call volume and provide faster and more personalized service. Case Auto-Response is a feature that allows administrators to set up automatic email responses to customers who submit cases via email or web. Case Auto-Response can help acknowledge the receipt of the case, provide a case number, and set expectations for the resolution time. Verified References: :

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

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

NEW QUESTION # 34

The VP of Services at Universal Containers wants to reduce call center staffing. One of the initiatives is to deflect customer's interaction with a support agent while still providing relevant answers to the customer. How can a consultant automate the use of suggested articles to accomplish this goal?

- **A. Web-to-case question**
- B. On-demand email to case
- C. An email to case inquiry
- D. While holding for a support agent

Answer: A

Explanation:
Explanation

A web-to-case question is a solution that can automate the use of suggested articles to deflect customer's interaction with a support agent while still providing relevant answers to the customer. It allows customers to submit cases from a company's website and receive suggested articles based on their question before submitting the case. Verified References: :
https://help.salesforce.com/s/articleView?id=sf.knowledge_web_to_case_deflection.htm&type=5 :
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NEW QUESTION # 35

How should a Consultant provide Suggested Article functionality to Lightning Service Console users?

- A. Add the Knowledge tab to the Console app.
- B. Add the Suggested Article widget to the Case page layout.
- **C. Add the Knowledge Component to the Service Console.**
- D. Create email templates with Knowledge Articles attached.

Answer: C

NEW QUESTION # 36

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