

# Salesforce Service-Cloud-Consultant New Questions & Service-Cloud-Consultant Reliable Exam Labs



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**>> Salesforce Service-Cloud-Consultant New Questions <<**

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The benefits of obtaining a Salesforce Service Cloud Consultant certification are numerous. Certified professionals stand out in the job market and are highly sought after by organizations looking for experts in the Salesforce Service Cloud. Certified professionals also gain access to a community of other certified professionals, which can provide valuable networking opportunities and access to exclusive resources.

Getting certified as a Salesforce Service Cloud consultant can help professionals stand out in the job market and increase their career opportunities. Salesforce Certified Service cloud consultant certification demonstrates that the individual has the knowledge and skills required to implement and configure a Salesforce Service Cloud solution successfully. It can also help professionals command a higher salary and provide more value to their organization. Overall, the Salesforce Service-Cloud-Consultant Certification is an excellent investment for individuals looking to advance their career in the field of Salesforce Service Cloud.

Salesforce Service-Cloud-Consultant exam is a challenging exam, and candidates are required to have extensive knowledge of the Salesforce Service Cloud platform to pass the exam. However, passing the exam and earning the certification can significantly boost the candidate's career prospects and open up new job opportunities in the industry. Certified Service Cloud consultants are in high demand, and their skills are highly valued by organizations looking to implement Salesforce Service Cloud solutions.

## Salesforce Certified Service cloud consultant Sample Questions (Q154-Q159):

### NEW QUESTION # 154

Cloud Kicks uses Omni-Channel to route cases to service reps based on location. At times, certain locations are over capacity while other locations have available capacity. Managers would like the ability to respond to these situations. What should a consultant recommend as a solution?

- A. Configure an Overflow Assignee in Omni-Channel Routing.
- **B. Use Omni Supervisor to change reps' queues.**
- C. Use Omni-Channel Skills-Based Routing to expedite case resolution.

**Answer: B**

Explanation:

Omni-Supervisor allows service managers to monitor agent workload, queue utilization, and routing capacity in real time. Using Omni-Supervisor, managers can manually reassign work, adjust queue capacity, or redirect cases to other agents or queues when one location is over capacity.

This aligns with the Interaction Channels domain of the Service Cloud Consultant Guide, which highlights Omni-Supervisor as the recommended tool for real-time load balancing and operational adjustments.

Option A (Skills-Based Routing) improves matching efficiency but doesn't allow dynamic response to live capacity issues.

Option B (Overflow Assignee) routes unassigned cases to a single fallback user, not a scalable solution for multi-location capacity management.

Referenced Salesforce Materials:

- \* Service Cloud Consultant Exam Guide - Interaction Channels Domain (Omni-Channel and Supervisor capabilities).
- \* Salesforce Help: "Monitor and Manage Agents with Omni-Supervisor".
- \* Salesforce Winter '23 Release Notes - Omni-Channel Enhancements (real-time monitoring and manual reassignment).

### NEW QUESTION # 155

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

**Answer: B**

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 # 156

What is a business continuity challenge in a cloud-based contact center that operates 24/7? Choose 2 answers

- **A. Periodic maintenance windows**
- B. System software restore after an outage
- **C. Highly available telecom solution**
- D. Server hardware infrastructure rebuilds

**Answer: A,C**

### NEW QUESTION # 157

The Service Manager at Universal Containers is concerned that users will NOT be able to manage cases in the Service Console

efficiently and reduce clicks.

Which feature should a Consultant implement to address this concern?

- A. Collapsible Sidebar Components
- B. Console Keyboard Shortcuts
- C. Multiple Monitors Components
- **D. Configure Macros**

**Answer: D**

#### NEW QUESTION # 158

Cloud Kicks (CK) uses Service Cloud to manage its customer support, and its inventory and order data is stored in Snowflake. CK's customers use support to ask about their orders and request replacement items. CK wants to avoid duplicating this data in Salesforce but still provide real-time, actionable insights for support reps.

What should the Service Cloud Consultant recommend so that support reps will have a comprehensive view of their customers' order history?

- **A. Use Data Cloud to connect to Snowflake, and unify order data with CRM data.**
- B. Use an Apex integration to pull order data from Snowflake via API each time a case is opened.
- C. Use MuleSoft to extract order data from Snowflake and store it in a custom object in Salesforce for support reps to reference.

**Answer: A**

Explanation:

Salesforce Data Cloud (formerly Customer Data Platform) enables unification of customer and order data from external systems such as Snowflake without duplicating it in Salesforce. The unified data model provides real-time insights, segmentation, and a complete 360° customer view directly within Service Cloud.

This approach aligns with the Integration and Data Management domain of the Service Cloud Consultant Guide, which stresses designing scalable data strategies leveraging Salesforce's cross-cloud data capabilities.

Option A (Apex integration) introduces performance overhead and lacks scalability. Option B (storing extracted data) causes duplication and maintenance complexity. Option C enables a live, unified view through native Salesforce-Snowflake connectivity.

Referenced Salesforce Materials:

\* Salesforce Spring '24 Release Notes - Data Cloud and Service Cloud Integration (native Snowflake connector for unified customer data).

\* Service Cloud Consultant Exam Guide - Integration and Data Management Domain.

\* Salesforce Help: "Connect Data Cloud to Snowflake for Unified Customer Profiles".

#### NEW QUESTION # 159

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