Composite Test Service-Cloud-Consultant Price - Exam Service-Cloud-Consultant Fees

This Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) practice exam software is easy to use. A free demo version of this format is also available to assess it before buying. It is compatible with all Windows computers. This Salesforce Service-Cloud-Consultant Practice Test software familiarizes you with the real Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) exam pattern. You must have an active Internet connection to validate your product license.

The benefit in Obtaining the Service-Cloud-Consultant Exam Certification

- When an organization hiring or promotion an employee, then the decision is made by human resources. Now while Candidate may have an IT background, they do their decisions in a way that takes into record many different factors. One thing is candidates have formal credentials, such as the Service Cloud Consultant.
- After completing the Salesforce Certified Service Cloud Consultant certification Candidate becomes a solid, well-rounded Salesforce Certified Service Cloud Consultant.
- If the Candidate has the desire to move up to a higher-paying position in an organization. This certification will help as always.
- A candidate might have incredible IT skills. Employers that do the hiring need to make decisions based on limited information and as it always. When they view the official Salesforce Certified Service Cloud Consultant certification, they can be guaranteed that a candidate has achieved a certain level of competence.

Salesforce Service-Cloud-Consultant Exam is designed for professionals who want to demonstrate their expertise in the Service Cloud domain. As a Salesforce Certified Service Cloud Consultant, you will be recognized for your ability to design and implement Service Cloud solutions that meet the unique needs of your customers. Salesforce Certified Service cloud consultant certification is ideal for individuals who work with customers and focus on delivering outstanding customer service experiences.

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Are you trying to pass the Service-Cloud-Consultant exam to get the longing Service-Cloud-Consultant certification? As we know, there are a lot of the advantages of the certification, such as higher salaries, better job positions and so on. Perhaps at this moment, you need the help of our Service-Cloud-Consultant Study Materials. As our company's flagship product, it has successfully helped countless candidates around the world to obtain the coveted Service-Cloud-Consultant certification.

To become a Salesforce Certified Service Cloud Consultant, candidates must possess a strong understanding of Salesforce Service Cloud and its capabilities. Candidates are required to have experience in implementing Service Cloud solutions and be able to design and build custom solutions that meet business requirements. They must also be proficient in configuring and customizing Salesforce Service Cloud to meet specific business needs.

Salesforce Certified Service cloud consultant Sample Questions (Q21-Q26):

NEW QUESTION # 21

Universal Containers allows Agents to work remotely using a company -provided laptop, but does NOT control the quality of their internet service. Agents must be able to use live agent functionality remotely. Which two options should a Consultant recommend to ensure Agents can efficiently use this functionality? Choose 2 answers

- A. Add additional components to the Lightning console.
- B. Allow the user to log into Live Agent from multiple browsers.
- C. Ensure each laptop has a modern browser installed.
- D. Coach users on minimizing open console tabs.

Answer: C,D

NEW QUESTION # 22

Universal Containers need to determine whether the work orders and customer contacts should be stored as chil cases or on a related custom object.
Which three aspect should the consultant consider to meet the requirements?
Choose 3 answers

- A. Accoun team relationship to the primary contact
- B. Case closure rules on the original case
- C. Visibility and accesst to the work order records
- D. Total number of accound and contact records in the database
- E. Work order and customer contact escalation requiements

Answer: B,C,E

NEW QUESTION # 23

In the telesales contact center, Universal Containers has three-step and five-step order process, contingent on the type of product solD. Which approach should be used to optimize the order process? Choose 2 answers

- A. Create a custom object for each step in the process
- B. Use Visualforce to create a wizard for each process
- C. Organize the fields on the page layout to match each process
- D. Use Visual Workflow to streamline the process

Answer: C,D

NEW QUESTION # 24

A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system.
Which two metrics can be used to assess the success of the new workforce management system? Choose 2 answers

- A. Number of calls offered
- B. Agent utilization
- C. Quality monitoring score
- D. Schedule adherence

Answer: B,D

NEW QUESTION # 25

Universal Containers (UC) has deployed a call center using open CTI. Call center agents are organized into four groups reflecting UC's four different product lines. Each group's manager would like a report on their agents' daily call volume, including related case and contact information.

How should the consultant recommend the report be created?

- A. Build a report on Products with Activities grouped by owner.
- B. Create a Custom Report type with Activities as the primary object.
- C. Customize the My Team's Calls This Week standard report.

Answer: B

Explanation:
For reporting on daily call volume including related case and contact information for different agent groups, creating a Custom Report Type with Activities as the primary object is advised. This allows for the inclusion of case and contact details in the report, providing a comprehensive view of each agent's call activity and related case interactions.

NEW QUESTION # 26
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