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After cracking the Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) exam you will receive the credential badge. It will pave your way toward well-paying jobs or promotions in any reputed tech company. At ITExamDownload have customizable Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) practice exams for the students to review and improve their preparation. The Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) practice test material product of ITExamDownload are created by experts with the dedication to help customers crack the Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) exam on the first attempt.

Salesforce Service Cloud Consultant certification exam is a proctored exam that consists of 60 multiple-choice questions. Candidates have 105 minutes to complete the exam and must score at least 67% to pass. Service-Cloud-Consultant exam is available in English, Spanish, French, German, Italian, Japanese, Korean, Portuguese, and Simplified Chinese.

Salesforce Service-Cloud-Consultant Exam is a critical certification for professionals who are interested in pursuing a career in customer service and support using Salesforce technology. Service-Cloud-Consultant Exam is designed to test the candidate's knowledge and skills in implementing and managing customer service solutions using Salesforce Service Cloud. To pass the exam, candidates should have a thorough understanding of Salesforce Service Cloud features and functionality, as well as experience in implementing and configuring Service Cloud solutions.

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Salesforce Service-Cloud-Consultant exam consists of 60 multiple-choice questions that need to be completed within 105 minutes. Service-Cloud-Consultant exam covers a wide range of topics including service cloud implementation, service cloud data model, case management, knowledge management, service console, and service analytics. Service-Cloud-Consultant Exam also tests your ability to understand and interpret customer requirements, design and implement customer solutions, and manage customer relationships.

Salesforce Certified Service cloud consultant Sample Questions (Q167-Q172):

NEW QUESTION # 167

Universal Containers (UC) plans to implement a chatbot within its healthcare division to increase case deflection, reduce wait times, and save agents time so they can work on more complex issues.

The UC stakeholder has raised a risk about the Health Insurance Portability and Accountability Act (HIPAA) and other common compliance standards when using chatbots.

What should a consultant do to address the risk?

- A. Conduct a discovery session with the stakeholder to ensure the voice and tone of the bot meet the required healthcare compliance standards.
- B. Create a bot in the production org and use the information captured in Conversation Logs to confirm that no healthcare data was discussed.
- C. Share Information about bot security, availability, and confidentiality of healthcare data found on Salesforce Trust and Einstein Platform Compliance.

Answer: C

Explanation:

To address concerns about compliance with HIPAA and other standards when using chatbots, sharing detailed information on bot security, data availability, and confidentiality from Salesforce Trust and Einstein Platform Compliance resources is recommended. This reassures stakeholders of the measures in place to protect sensitive healthcare data and maintain compliance.

When implementing chatbots in healthcare or other regulated industries, compliance with standards like HIPAA is critical. Salesforce Einstein Bots are part of the Salesforce Platform, which supports compliance certifications including HIPAA, SOC 2, ISO 27001, and more.

Salesforce Trust and Compliance documentation offers verified, detailed information on:

- * Data encryption
- * Audit trails
- * Security and confidentiality of interactions
- * HIPAA alignment for healthcare data

This ensures the stakeholder receives clear, authoritative details that directly address risk. Option B is the only one that provides formal assurance tied to platform compliance capabilities.

Reference: Salesforce Trust and Compliance Documentation - Einstein Bots Security and HIPAA Alignment

NEW QUESTION # 168

Cloud Kicks has a Service Cloud implementation with several channels. Executives want quick access to agent, team, and call center key performance indicators (KPIs). Service managers need to see data about their teams as well.

How should the consultant display the data quickly?

- A. Create reports from Cases and display on a dashboard.
- B. Migrate the data to a data lake and request a dashboard.
- C. Use Einstein Analytics for Service Cloud,

Answer: C

Explanation:

For providing executives and service managers with quick access to agent, team, and call center KPIs, utilizing Einstein Analytics for Service Cloud is recommended. This solution offers advanced analytics and visualization capabilities, enabling the creation of dashboards that provide real-time insights tailored to different organizational levels, based on their data access.

NEW QUESTION # 169

Cloud Kicks (CK) wants to adopt artificial intelligence (AI) for improving case closure key performance indicators (KPIs) and

product support planning within its Service organization. CK has at least 1,000 closed cases from which it can predict accurate values for fields that are empty. CK has yet to implement any Einstein AI products. Which approach should the consultant recommend to start AI efforts at CK?

- A. Review and address Case data issues and set up Einstein Article Recommendations.
- B. Confirm there are enough closed cases and turn on Einstein Service AI Grounding with Cases.
- **C. Review and address Case data issues and set up Einstein Classification Apps.**

Answer: C

Explanation:

To start AI efforts for improving case closure KPIs and product support planning, reviewing and addressing case data quality issues is essential before setting up Einstein Classification Apps. This approach ensures the AI models are trained on clean, reliable data, enhancing the accuracy of predictions for empty fields and overall effectiveness of the AI implementation in the Service organization.

NEW QUESTION # 170

From any queue list view, users can take ownership of one or more cases if: (Choose 3 answers)

- A. All of the above
- B. They have a Contact Manager Profile
- **C. They are higher in the Role Hierarchy than a Queue Member**
- D. If the OWD for sharing cases is Public Read/Write/Transfer
- **E. They are members of that Queue**

Answer: C,E

NEW QUESTION # 171

Cloud Kicks (CK) has a service performance dashboard to manage its entire support organization. Now, CK would like to understand performance from different perspectives, such as by product line or case close date quarter. What is the recommended solution to meet the requirements?

- A. Use a Dynamic Dashboard based on running user.
- B. Configure the dashboard refresh schedule.
- C. Ensure View All Data is not assigned to users.
- **D. Add multiple Dashboard Filters.**

Answer: D

Explanation:

Adding multiple Dashboard Filters is a solution that can enable Cloud Kicks to view cases resolved on the first call from different perspectives, such as by product line or case close date quarter. Dashboard Filters are criteria that can be applied to dashboard components to show data for a specific dimension, such as a field, a value, or a range. Dashboard Filters can help create interactive and dynamic dashboards that show different views of the data. Verified References: :

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

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

NEW QUESTION # 172

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