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Salesforce Certified Service cloud consultant

Q AWS Certified Cloud Practitioner: Complete Study Guide for Beginners
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- 1. What is the AWS Certified Cloud Practitioner certification?**
It is a certification designed to provide fundamental knowledge of AWS infrastructure and services, aimed at individuals starting their journey in cloud computing.

- 2. What are the objectives of the AWS Certified Cloud Practitioner certification?**
The objectives include an introduction to AWS cloud infrastructure, an overview of AWS services, basics of AWS design and architectural principles, and understanding the AWS billing structure.
- 3. What are the four categories of the course curriculum for the AWS Certified Cloud Practitioner certification?**
The categories are Cloud (introduction to cloud computing), Services (various AWS services), Security (shared security model and compliance), and Billing (pricing and billing structure).
- 4. What is the shared security model in AWS?**
It is a framework that outlines the responsibilities of AWS and the customer in securing the cloud environment.
- 5. What are the three service models of cloud computing?**
The three service models are Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS).

- 6. What is Amazon EC2?**
Amazon Elastic Compute Cloud (EC2) is a web service that provides resizable compute capacity in the cloud, allowing users to run virtual servers.

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Salesforce Certified Service cloud consultant Sample Questions (Q271-Q276):

NEW QUESTION # 271

Universal Containers (UC) receives partner data in Excel format. The Excel data is all text, but needs to be imported into existing Salesforce Date, Number, and Text fields.

Which three best practices should a consultant recommend?

Choose 3 answers

- A. Import the records and use Duplicate Management.
- B. Deduplicate the data before importing into Salesforce,
- C. Install the Data Quality Analysis Dashboards from the AppExchange.
- D. Standardize all rows to match Salesforce data types.
- E. Import the records and create a workflow rule to change the data type.

Answer: A,B,D

NEW QUESTION # 272

A Service Consultant has been asked to design a solution for Service Reps to communicate with customers via Twitter What should the Consultant recommend implementing in the Lightning Service Console?

- A. A Twitter Macro
- B. The Social Feed
- C. The Case Feed
- D. A Custom Component

Answer: C

NEW QUESTION # 273

UCs is implementing Salesforce Knowledge at its contact center. The contact center has a dedicated support team for each product that it supports. Contact center agents should only be able to view articles for the product they support. What solution should a consultant recommend to meet this requirement?

- A. Assign team-based roles to the associated product article types
- B. Assign team-based roles to the associated product data category value
- C. Assign team-based profiles to the associated product article types
- D. Assign team-based profiles to the associated product data category value

Answer: B

NEW QUESTION # 274

A business-to-consumer (B2C) company wants to decrease service costs. Currently, customers pay invoices and update their contact Information by mailing paper payslips back to the company.

What is the recommended solution to meet the requirements?

- A. Service Cloud Voice with Tele-pay
- B. Einstein Bots with check processing
- C. Experience Cloud with payment processing

Answer: C

Explanation:

To decrease service costs and modernize the process of paying invoices and updating contact information, implementing an

Experience Cloud site with integrated payment processing capabilities is recommended. This allows customers to manage their accounts and transactions online, reducing reliance on paper-based processes and enhancing overall efficiency.

NEW QUESTION # 275

After migrating from Knowledge to Lightning Knowledge, Authors are unable to create FAQ article type, but can successfully create Install Notes articles type. Support Managers have confirmed that articles of types FAQ exist in Production. How should a consultant correct this problem

- A. Set article Org Wide Default to Public ReadWrite.
- B. Add Authors to the FaQ Data Category.
- C. Grant Authors access to the FaQ record type
- D. Grant Authors access to the FAQ article type.

Answer: C

Explanation:

Explanation

After migrating from Knowledge to Lightning Knowledge, Authors need to have access to the record types associated with the article types they want to create. Granting Authors access to the FAQ record type will allow them to create FAQ articles in Lightning Knowledge. Verified References: :

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

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

NEW QUESTION # 276

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