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Salesforce Service-Cloud-Consultant Exam is an advanced-level certification that validates the candidate's knowledge and skills in the Salesforce Service Cloud platform. It is a challenging exam that requires extensive knowledge of the Service Cloud features and functionalities, and passing the exam can significantly boost the candidate's career prospects. If you are a Salesforce professional looking to specialize in the Service Cloud domain, then the Salesforce Certified Service Cloud Consultant certification is the perfect credential to showcase your expertise.

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Valid Service-Cloud-Consultant Dumps - Service-Cloud-Consultant Certified Questions

Achieving the Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) certification can significantly impact your career progression and earning potential. This certification showcases your expertise and knowledge to employers, making you a valuable asset in the Salesforce Service-Cloud-Consultant industry. With the rapidly evolving nature of the Salesforce world, staying up-to-date with the latest technologies and trends is crucial. The Service-Cloud-Consultant Certification Exam enables you to learn these changes and ensures you remain current in your field.

Salesforce Certified Service cloud consultant Sample Questions (Q150-Q155):

NEW QUESTION # 150

Which two areas can an Administrator make Open CTI features available to users when building a Lighting App using the App Manager? Choose 2 answers

- A. On a record Highlights Panel
- B. On a utility bar of the Lightning App
- C. On a record Activity Feed list
- D. On the Calendar right hand panel

Answer: B,C

Explanation:
Open CTI features can be made available to users when building a Lightning App using the App Manager by adding them on a utility bar of the Lightning App or on a record Activity Feed list. A utility bar is a fixed footer that displays utilities (such as Open CTI SoftPhone) as icons in a panel at the bottom of every page in an app. Users can access Open CTI features such as making calls, receiving calls, transferring calls, or logging calls from the utility bar. An Activity Feed list is a component that displays all the past and upcoming activities related to a record, such as tasks, events, emails, or calls. Users can access Open CTI features such as dialing a phone number or logging a call from the Activity Feed list. Verified References: Service Cloud Consultant Certification Guide & Tips, Add Utilities to Your App's Utility Bar, Add Activities to Your Lightning Pages

NEW QUESTION # 151
A recent analysis of agent performance on chat-related cases revealed a large gap between top performing agents and poor performers. Top agents identified coaching from managers as a key success factor. The company would like to ensure managers provide coaching on chat-related cases.
What is the recommended method for managers to coach agents?

- A. Use Omni-Channel Supervisor to monitor agents' chat sessions.
- B. Use skills-based routing in Salesforce Messaging.
- C. Use an Einstein Bots Chat to handle common issues.
- D. Use Einstein Chat Insight to identify areas to improve.

Answer: A

NEW QUESTION # 152
Contact Center management must be notified whenever an Open Case has not been touched for 24 hours. Which feature should a Consultant use to meet this requirement?

- A. Scheduled Reports
- B. Process Builder Scheduled Actions
- C. Time-based Workflow Rules
- D. Milestone Actions

Answer: A

NEW QUESTION # 153
Cloud Kicks (CK) provides product support based on Service Contracts. A customer's Service Contract includes the same Service Level Agreement (SLA) for both Cases and Work Orders. CK would like an efficient method to manage the setup.
What is the recommended configuration to meet the requirements?

- A. Create separate entitlement processes for the Case and Work Order.
- B. Create a single entitlement process on both the Case and the Work Order.
- C. Create a Flow to assign the entitlement process to the Work Order.

Answer: B

Explanation:
When both Cases and Work Orders share the same Service Level Agreement (SLA), Salesforce best practice is to create a single entitlement process and apply it to both objects. This ensures consistency, reduces maintenance, and simplifies SLA tracking.
The entitlement process can be configured once and then linked via Entitlement Templates or automation for both record types.

Option B (Flow) adds unnecessary complexity if both objects share identical milestones.
Option C (separate processes) would create redundant configurations for the same SLA terms.
Referenced Salesforce Materials:
* Service Cloud Consultant Exam Guide - Case Management Domain.
* Salesforce Help: "Use Entitlement Processes with Cases and Work Orders."
* Salesforce Field Service and Service Cloud Integration Guide - Shared Entitlements Best Practices.

NEW QUESTION # 154

UC is creating an inbound customer support contact center to handle questions about using its products. What should be considered when designing the contact center?

- A. Workforce management and customer satisfaction score
- B. Automatic call distributor and interactive voice response
- C. Average handling time and first call resolution time
- D. Agent skill-based routing and predictive dialer

Answer: B

NEW QUESTION # 155

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