

# Service-Cloud-Consultant Review Guide - Simulations

## Service-Cloud-Consultant Pdf



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The exact replica of the real Salesforce Service-Cloud-Consultant exam questions is another incredible feature of the web-based practice test software. With this, you can kill your Salesforce Service-Cloud-Consultant exam anxiety. Another format of the Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) practice test material is the Service-Cloud-Consultant desktop practice exam software. All traits of the web-based Service-Cloud-Consultant practice test are present in this version.

Achieving the Salesforce Certified Service Cloud Consultant certification demonstrates your ability to design and implement service cloud solutions that meet the needs of your organization. It also shows your commitment to continuous learning and development in the Salesforce ecosystem. Salesforce Certified Service cloud consultant certification can give you a competitive advantage in the job market and increase your earning potential.

### Difficulty in writing Service-Cloud-Consultant Exam

This Salesforce Service-Cloud-Consultant exam is very difficult to prepare. Because it requires all candidate attention with practice. So, if Candidate wants to pass this Salesforce Service-Cloud-Consultant exam with good grades then he has to choose the right preparation material. By passing the Salesforce Service-Cloud-Consultant exam can make a lot of difference in your career. Many Candidates wants to achieve success in the Salesforce Service-Cloud-Consultant Exam but they are failing in it. Because of their wrong selection but if the candidate can get valid and latest Salesforce Service-Cloud-Consultant study material then he can easily get good grades in the Salesforce Service-Cloud-Consultant exam. ExamDiscuss providing many Salesforce Service-Cloud-Consultant exam questions that help the candidate to get success in the Salesforce Service-Cloud-Consultant test. Our **Salesforce Service-Cloud-Consultant exam dumps** specially designed for those who want to get their desired results in the just first attempt. Salesforce Service-Cloud-Consultant braindump questions provided by ExamDiscuss make candidate preparation material more impactful and the best part is that the training material provided by ExamDiscuss for Salesforce Service-Cloud-Consultant exams are designed by our experts in the several fields of the IT industry.

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To pass the Salesforce Service-Cloud-Consultant Exam, candidates should have a thorough understanding of Salesforce Service Cloud features and functionality. They should also have experience in implementing and configuring Service Cloud solutions,

including case management, knowledge management, and service console. Candidates should also have experience in designing and implementing complex business flows and integrations using Salesforce Service Cloud.

## Salesforce Certified Service cloud consultant Sample Questions (Q238-Q243):

### NEW QUESTION # 238

A recent analysis of cases at Cloud Kicks (CK) revealed a high percentage of simple cases such as password resets and order inquiries. In order to reduce the number of cases created, CK wants to provide customer self-service in the following channels: web, SMS, Facebook Messenger, and WhatsApp.

What is the recommended case deflection solution?

- A. Social Customer Service
- B. Einstein Bo
- C. Digital Engagement Messaging
- D. Chat for Web and In-App

**Answer: A**

### NEW QUESTION # 239

Universal Containers (UC) is currently live with Sales Cloud and in the process of implementing Service Cloud. UC wants to create a sandbox to test its Service Cloud implementation with real Sales Cloud data.

Which three Sandbox types can be used to accomplish this?

- A. Full Sandbox
- B. Administrator Sandbox
- C. Developer Pro Sandbox
- D. Partial Copy Sandbox

**Answer: A,C,D**

### NEW QUESTION # 240

What is a common deflection technique to reduce the number of interactions for a contact center?

- A. Recommend articles during a call from a support agent.
- B. Suggest articles for an Email-to-Case question.
- C. Recommend articles prior to a Chat session.

**Answer: C**

Explanation:

A common deflection technique to reduce contact center interactions is to recommend Knowledge articles to customers before they initiate a Chat session. This proactive approach can resolve customer queries without the need for direct agent interaction, improving efficiency and customer satisfaction by providing immediate solutions.

### NEW QUESTION # 241

Universal Containers wants Service Console users to be able to view and update product usage data that is stored in an external system.

Which two features should a consultant recommend to provide this functionality?

Choose 2 answers

- A. Middle-tier integration
- B. External Objects
- C. Salesforce Connect
- D. Custom Objects

**Answer: B,C**

Explanation:

#### Explanation

Salesforce Connect and External Objects are two features that can provide Service Console users with the ability to view and update product usage data that is stored in an external system. Salesforce Connect allows users to access data from external sources in real time without copying or syncing the data. External Objects are custom objects that map to data stored outside Salesforce.

Verified References: :

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#### NEW QUESTION # 242

Universal Containers wants to implement a customer service site. The goal of the site is to enable community members to access, create, and manage cases online.

How should the consultant implement these requirements?

- A. Change the org-wide default for cases and contacts internal access to private.
- **B. Set up a sharing set to grant access based on the site member's contact record.**
- C. Update the case assignment rule to add the site member to the predefined case team.
- D. Create a sharing rule to share the contact record with the site member.

**Answer: B**

#### Explanation:

A sharing set is a feature that allows community members to access records that are not owned by them or shared with them by the org-wide default settings. A sharing set can grant access based on a common lookup field, such as the contact field on the case object. By setting up a sharing set to grant access based on the site member's contact record, the consultant can enable community members to access, create, and manage cases online. Verified References: Service Cloud Consultant Certification Guide & Tips, Sharing Sets Overview

#### NEW QUESTION # 243

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