

# Service-Cloud-Consultant 최신 시험 대비 자료 & Service-Cloud-Consultant 적중율 높은 시험덤프 공부

Salesforce Health-Cloud-Accredited-Professional      Salesforce Health Cloud Accredited Professional      2

최신 Salesforce Health Cloud Health-Cloud-Accredited-Professional 무료샘플문제 (Q19-Q24):

질문 # 19  
A Health Cloud administrator working on a Care Coordination project needs to change the role name 'Care Coordinator' to 'Care Consultant' to match the organizations nomenclature. Which three steps should the administrator take to ensure all Tasks identify the role 'Care Consultant'? (Choose three.)

- A. Create an ETL script to update the previously assigned To picklist values of Tasks created in the past.
- B. Update the corresponding roles in the Assigned To picklist for the Care Plan Template Task object.
- C. Update/Add the organization roles in the CarePlan\_Role\_Patient key:value pair in Health Cloud Setting.
- D. Update the Care Plan Record Type custom metadata type to reflect the care coordination processes specific to the Care Coordinators.
- E. Update the organization roles in the CarePlan\_Role\_Care\_Coordinator key:value pair in Health Cloud Setting.

정답 B,C,E

질문 # 20  
Which underlying object helps with sales compliance with sales agreements?

- A. Opportunities
- B. Orders
- C. Forecasts
- D. Contacts

정답 B

설명 :  
Reference and details below.  
Over time, you can compare planned quantities to actual quantities as **orders** are booked and use this insight to monitor and enforce **compliance to the agreement**.

질문 # 21  
Which action is Possible in the program enrollment flow when adding in 'Enroll in Program' quick action to a record? (Choose three)

- A. Signing enrollment consent form
- B. Creating a new care program
- C. Selecting the provider associate with a product
- D. Starting a new blank care plan
- E. Seeing a list of all product and selecting applicable products

Health-Cloud-Accredited-Professional 공부자료, Health-Cloud-Accredited-Professional 시험덤프자료

그 외, PassTIP Service-Cloud-Consultant 시험 문제집 일부가 지금은 무료입니다: [https://drive.google.com/open?id=1DDJ8sjYM\\_7iBLHe\\_met-zQldPkQgz-XY](https://drive.google.com/open?id=1DDJ8sjYM_7iBLHe_met-zQldPkQgz-XY)

PassTIP는 IT인증자격증시험에 대비한 덤프공부가이드를 제공해드리는 사이트인데 여러분의 자격증 취득의 꿈을 이루어드릴수 있습니다. Salesforce인증 Service-Cloud-Consultant시험을 등록하신 분들은 바로PassTIP의Salesforce인증 Service-Cloud-Consultant덤프를 데려가 주세요. 단기간에 시험패스의 기적을 가져다드리는것을 약속합니다.

Salesforce Certified Service Cloud Consultant 자격증은 IT 산업에서 매우 인기 있는 자격증입니다. Service Cloud 솔루션을 다루는 전문가들의 기술과 지식을 검증하며 복잡한 서비스 클라우드 구현을 설계, 실행 및 관리할 수 있는 능력을 증명합니다. 이 자격증은 전 세계적으로 인정받으며 해당 분야에서 개인의 전문성을 시험하는 것입니다.

>> Service-Cloud-Consultant 최신 시험 대비 자료 <<

## Service-Cloud-Consultant 최신 시험 대비 자료 최신 버전 시험 대비 자료

성공을 위해 길을 찾고 실패를 위해 구실을 찾지 않는다는 말이 있습니다. Salesforce인증 Service-Cloud-Consultant 시험이 영어로 출제되어 시험패스가 너무 어렵다 혹은 회사다니느라 공부할 시간이 없다는 등등은 모두 공부하기 싫은 구실에 불과합니다. PassTIP의 Salesforce인증 Service-Cloud-Consultant덤프만 마련하면 실패를 성공으로 바꿀수 있는 기적을 체험할수 있습니다.

Salesforce Service-Cloud-Consultant 인증 시험은 Salesforce Service Cloud 플랫폼에서의 기술과 지식을 검증하고자 하는 전문가들을 위한 권위있는 자격증입니다. 이 자격증은 Salesforce Service Cloud를 사용하여 고객 서비스 솔루션을 구현 및 관리하는 컨설턴트, 관리자, 아키텍트 및 개발자들을 위해 설계되었습니다. 이 자격증 시험은 Salesforce 플랫폼에서 고객 서비스 솔루션을 위한 최상의 사례, 디자인 고려 사항 및 구현 전략에 대한 지식을 시험합니다.

## 최신 Salesforce Service Cloud Consultant Service-Cloud-Consultant 무료샘플문제 (Q249-Q254):

### 질문 # 249

The Universal Containers (UC) customer support organization has implemented Knowledge-Centered Support (KCS) in its call center. However, the call center management thinks that support reps should contribute new Knowledge articles more often. What should UC do to address this situation?

- A. Measure and reward support reps based on the number of new articles submitted for approval.
- B. Measure and reward support reps based on the number of new articles approved for publication.
- C. Require support reps to check a box on the case when submitting a new suggested article.

정답: A

### 설명:

In a Knowledge-Centered Support (KCS) model, success is driven by knowledge contribution and continuous improvement. Salesforce recommends measuring and incentivizing the number of articles created or submitted, not just those published, since publication depends on reviewers and workflow timing.

Option A focuses on approval outcomes, which may demotivate reps.

Option C adds administrative work without driving measurable knowledge contribution.

Referenced Salesforce Materials:

- \* Service Cloud Consultant Exam Guide - Knowledge Management Domain.
- \* Salesforce Help: "Implement KCS Metrics and Incentives in Service Cloud."
- \* Salesforce Trailhead: "Drive Knowledge Contribution Using KCS Practices."

### 질문 # 250

Which capabilities of the console can the company use to help improve its contact center performance?  
(Choose 2)

- A. Is available for users in the partner portal
- B. Indicates when records and lists are changed by others
- C. Displays records and their related items as tabs on one screen
- D. Allows Chatter Messenger to be used between agents

정답: C,D

### 질문 # 251

Universal Containers would like to provide their contact center agents with a map image of their customers location based on the Shipping Address of their Account Record. What should a consultant recommend as part of the solution?

- A. A custom tab of type URL that displays a map image of customer location
- B. A Web Service call-out that retrieves map details from the backend system
- C. An outbound message to a middleware platform to provide map details
- D. A mashup integration on the Account page to a third-party mapping service

정답: D

### 질문 # 252

Cloud Kicks' development team must manage multiple projects that compete for limited resources, The team needs to change directions often and start urgent work quickly.

Which step should a consultant recommend completing before beginning the build phase?

- A. Design
- B. Enablement
- C. Test

정답: A

설명:

Before beginning the build phase, especially in environments where projects are numerous and resources are limited, the design phase is crucial. This phase involves planning, creating mock-ups, and defining the project's scope and requirements. It sets a clear direction and ensures that all stakeholders have a shared understanding of the project's goals and how they will be achieved, thereby streamlining the development process and reducing the need for significant changes during the build phase.

### 질문 # 253

Universal Containers is using the Service Cloud Console for managing cases. They would like to add the Salesforce SoftPhone to enable click-to-dial capability. What needs to be configured for the SoftPhone to work in Salesforce?; Choose 3 answers

- A. Create a SoftPhone layout and assign to user profiles
- B. Install an adapter from AppExchange to work with third-party CTI systems
- C. Assign the Salesforce CTI license to Salesforce users
- D. Use Apex to create an adapter to work with third-party CTI systems
- E. Assign the Salesforce users to the Call Center.

정답: A,B,E

### 질문 # 254

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#### 덤프문제

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