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Certification Path

Salesforce Administrator Certification can act as a prerequisite for this exam.

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.

Salesforce Certified Service Cloud Consultant is a certification exam that verifies your skills and knowledge in the field of Salesforce service cloud. Service-Cloud-Consultant Exam is designed for professionals who want to demonstrate their expertise in implementing Salesforce service cloud solutions. Salesforce Certified Service cloud consultant certification is ideal for individuals working in customer service, support, and contact center management roles.

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Salesforce Certified Service cloud consultant Sample Questions (Q203-Q208):

NEW QUESTION # 203
What approach should a Consultant use to ensure that Knowledge searches only display articles for a service agent's product

specialization?

- A. Create a permission set for each record type; assign permissions to service agents.
- B. Create a data category for each product; assign data categories to service agents.
- C. Create an article action for each record type; assign record types to service agents.
- D. Create a page layout for each record type; assign layouts to service agents.

Answer: B

NEW QUESTION # 204
What is the primary function of a private branch exchange (PBX)?

- A. To report the caller's background information
- B. To use speech recognition to direct calls
- C. To receive multiple calls at one time
- D. To mate calls to different agents

Answer: C

NEW QUESTION # 205
Cloud Kicks (CK) has service agents based in North America and Europe respond to new leads created in Salesforce. The lead record includes the language spoken: English, French, or 5panish.
In CK's industry, the time to contact after a lead expresses interest is a critical success factor. Most service agents speak a single language and a few are multilingual.
What is the recommended feature to meet the requirements?

- A. Lightning Flow for Service
- B. Lead Assignment Rules
- C. Skills-Based Routing
- D. Queue-Based Routing

Answer: C

NEW QUESTION # 206
Universal Containers wants to implement Omni Channel within Service Cloud for its representatives. What is the first step required to configure Omni Channel?

- A. Assign Users to Omni Channel permissions.
- B. Assign Users to the Omni Channel Feature License.
- C. Enable Omni Channel in Setup.
- D. Contact Salesforce to have Omni Channel enabled.

Answer: C

NEW QUESTION # 207
Universal Banking needs to provide a public knowledge base on its website. The company has three product
groups (Personal Banking, Mortgage, and CDs) and needs to display information and address common
questions about each product area. How should Knowledge be configured? Choose 2 answers.

- A. Create two data categories to display information (Question/Answer, Product Info).
- B. Create two article types to display information (Question/Answer, Product Info).
- C. Create three data categories for each product area (Personal Banking, Mortgage, CD).
- D. Create three article types for each product area (Personal Banking, Mortgage, CD).

Answer: B,C

NEW QUESTION # 208

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