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Salesforce Service-Cloud-Consultant certification exam is designed for professionals who specialize in Salesforce Service Cloud implementation and management. Salesforce Certified Service cloud consultant certification demonstrates a thorough understanding of the Salesforce Service Cloud platform and its capabilities, including service automation, knowledge management, and omni-channel support. Salesforce Certified Service cloud consultant certification is ideal for those who work in customer service, support, and call center management.

Passing the Salesforce Service-Cloud-Consultant Exam requires a deep understanding of Service Cloud best practices, as well as the ability to apply that knowledge to real-world scenarios. Candidates must also be able to effectively communicate their ideas and recommendations to clients and stakeholders, as well as collaborate with other members of the project team.

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Salesforce Service-Cloud-Consultant Certification Exam is designed to test a candidate's knowledge and skills in various areas such as Service Cloud Solution Design, Service Cloud Implementation, Integration and Data Management, Service Cloud Analytics and Reporting, Service Cloud Maintenance, and more. Salesforce Certified Service cloud consultant certification exam requires a thorough understanding of the Salesforce platform and its various features and functionalities, as well as best practices for implementing and managing Service Cloud solutions.

Salesforce Certified Service cloud consultant Sample Questions (Q46-Q51):

NEW QUESTION # 46

Universal Containers has three internal divisions that use Salesforce Knowledge. Compliance requirements mandate that each division should only have access to its own articles when performing a search.

Which solution should a consultant recommend to meet this requirement?

- A. Create a sharing rule for each division to provide access based on the article category.
- B. Create a sharing rule for each division to provide access using the role hierarchy.
- C. Create a single data category group for each division and provide access using the role hierarchy.

Answer: C

Explanation:

Salesforce Knowledge uses data categories to organize articles, making it easier to manage and access relevant content. By creating a single data category group for each division and controlling access through the role hierarchy, each division will only see articles categorized under their specific group. This setup ensures compliance with the requirement that divisions access only their own articles, leveraging Salesforce's robust security and access control features.

NEW QUESTION # 47

Cloud Kicks (CK) provides varying levels of support based on the customer's Service Contract. For customer with a Gold Service Contract, agents must provide a response to each customer contact within the 24 hours. CK plans to use Milestones.

What is the recommended Milestone Recurrence Type to meet the requirements?

- A. Independent
- B. Sequential
- C. Auto-Add
- D. No Resource

Answer: B

NEW QUESTION # 48

After migrating to Lightning Experience, users are complaining that they are unable to create a Knowledge article when closing a case.

How should the consultant resolve this issue?

- A. Add the Manage Salesforce Knowledge permission to the user's profile.
- B. Inform users that the only way to create articles is from the Knowledge component.
- C. Enable Read/Write/Create permissions for Knowledge articles.

Answer: A

Explanation:

To resolve the issue of users being unable to create Knowledge articles when closing a case after migrating to Lightning Experience, adding the 'Manage Salesforce Knowledge' permission to the user's profile is necessary.

This permission enables users to create, edit, and publish Knowledge articles, ensuring that they can contribute to the Knowledge base directly from case records, enhancing the support process.

NEW QUESTION # 49

What should a consultant recommend to ensure chat request contain enough information for customer service representatives to effectively respond?

- A. Configure a chat validation rule
- B. Customize the lightning console chat page
- C. Configure Lightning Guided Engagement
- **D. Customize the pre chat form**

Answer: D

Explanation:

Explanation

Customizing the pre chat form is the recommended solution to ensure chat requests contain enough information for customer service representatives to effectively respond. A pre chat form is a form that customers fill out before starting a chat session with an agent. The form can collect information such as the customer's name, email address, phone number, reason for chat, or any other custom fields. The information from the pre chat form can be used to create or update records in Salesforce, such as contacts, cases, or leads.

The information can also be displayed to the agent in the Service Console, so they can have more context about the customer and their issue. Verified References: [Service Cloud Consultant Certification Guide & Tips], Set Up Pre-Chat Forms

NEW QUESTION # 50

A Contact Center Manager is implementing a new customer care program and wants to specifically measure customer loyalty. Which three measures satisfy this requirement? Choose 3 answers

- **A. customer satisfaction Survey**
- B. Customer Purchase History
- **C. Net promoter Score**
- **D. Service Level Agreement**
- E. Customer Support Requests

Answer: A,C,D

Explanation:

Explanation

Customer satisfaction survey, Net promoter score, and Service level agreement are measures that can be used to specifically measure customer loyalty. Customer satisfaction survey is a method of collecting feedback from customers about their satisfaction with a product, service, or experience. Customer satisfaction survey can help measure customer loyalty by indicating how happy customers are with the company and how likely they are to continue doing business with them. Net promoter score is a metric that measures the willingness of customers to recommend a company's products or services to others. Net promoter score can help measure customer loyalty by indicating how loyal customers are to the company and how likely they are to refer new customers to them. Service level agreement is a contract that defines the level of service that a customer expects from a provider, such as response time, resolution time, availability, or quality. Service level agreement can help measure customer loyalty by indicating how well the company meets the customer's expectations and how satisfied the customer is with the service. Verified References: Service Cloud Consultant Certification Guide

& Tips, Measure Customer Satisfaction, Net Promoter Score Overview, Set Up and Manage Entitlements and Milestones

NEW QUESTION # 51

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