

Online Salesforce Service-Cloud-Consultant Training | Real Service-Cloud-Consultant Dumps



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Salesforce Service Cloud platform is a customer service and support application that helps businesses manage customer interactions across multiple channels such as email, phone, chat, and social media. The Salesforce Service Cloud platform offers a range of features and tools to help businesses streamline their customer service operations, increase customer satisfaction, and drive business growth. The Service-Cloud-Consultant Exam covers various topics related to the Service Cloud platform, including case management, knowledge management, customer and partner communities, and omni-channel routing.

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Earning the Salesforce Service-Cloud-Consultant certification demonstrates the candidate's expertise in designing and implementing service solutions using Salesforce Service Cloud. Salesforce Certified Service cloud consultant certification is recognized globally and provides a competitive edge in the job market. Employers seek individuals who possess the skills and knowledge required to provide exceptional customer service and support, and this certification validates that the candidate has the ability to do so using Salesforce Service Cloud.

Salesforce Service-Cloud-Consultant Certification Exam is intended for professionals who have experience in implementing and managing Service Cloud solutions. Service-Cloud-Consultant exam tests knowledge of various features of the Service Cloud platform, including case management, service contracts, entitlements, and communities. Service-Cloud-Consultant exam also covers topics such as Salesforce Knowledge, Live Agent, and Service Console.

Salesforce Certified Service cloud consultant Sample Questions (Q104-Q109):

NEW QUESTION # 104

Cloud Kicks needs a way for external customers to easily create cases. Customers will need to attach files that can often be 40 MB in size.

- A. Web-to-Case
- **B. On-Demand Email-to-Case**
- C. Experience Cloud Create Case Form
- D. Contact Request Flow

Answer: B

NEW QUESTION # 105

Case escalation rules triggered on the last modification will be reset each time a user does which of the following actions?

- A. Reads the case
- B. Adds an activity or sends an email from the case record
- C. All of the above
- D. Adds a related comment to the case
- **E. Edits the case**

Answer: E

NEW QUESTION # 106

Universal Containers (UC) is developing a strategy for supporting customers on social media sites. UC's requirements include the ability to:

- * Monitor Facebook fan page for new posts and comments from customers

- * Link new posts and comments to an existing customer record

- * Respond to posts from the existing Salesforce Console for Service

- * Create and link social personas to contacts

What should a consultant recommend to meet these requirements?

- A. Enable Social Customer Service.
- B. Create a Lightning Platform app for Facebook monitoring.
- **C. Enable Salesforce social profile on contacts.**
- D. Integrate Facebook to its existing Customer Community.

Answer: C

NEW QUESTION # 107

A Service Rep transfers a Live Agent Chat to another Rep.

Which two things will happen?

- A. Both Service Reps can chat with the customer
- **B. The Customer is shown the new Rep's name**
- **C. The chat transcripts and case are transferred**
- D. The Customer doesn't know they were transferred

Answer: B,C

Explanation:

When a service rep transfers a live agent chat to another rep, the customer is shown the new rep's name in the chat window. This helps the customer know who they are talking to and avoid confusion. The chat transcripts and case are also transferred to the new rep, so they can see the previous conversation history and case details.

This helps the new rep understand the customer's issue and provide a seamless service experience. Verified References: Service Cloud Consultant Certification Guide & Tips, Transfer Chats

NEW QUESTION # 108

Milestones can be added to which three object types?

Choose 3 Answers

- A. Service
- B. Case
- C. Work order
- D. Account
- E. Entitlement

Answer: B,C,E

Explanation:

Explanation

Milestones can be added to work orders, cases, and entitlements in Salesforce. Work orders are records that track service requests for customers. Cases are records that track customer issues or inquiries. Entitlements are units of customer support that specify what kind of support a customer is eligible for. You can use milestones to define the required steps and time limits for resolving work orders, cases, and entitlements. Verified References: Milestones: Supported Objects

NEW QUESTION # 109

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