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Salesforce Service-Cloud-Consultant Exam is a challenging test that requires a great deal of preparation and study. Service-Cloud-Consultant exam is designed to test the knowledge and skills of professionals who work in the customer service industry and are looking to specialize in Salesforce's Service Cloud platform. Candidates who pass the exam and obtain the Salesforce Certified Service Cloud Consultant certification will have demonstrated their proficiency in Salesforce's Service Cloud platform and their ability to deliver high-quality customer service.

The benefit in Obtaining the Service-Cloud-Consultant Exam Certification

- A candidate might have incredible IT skills. Employers that do the hiring need to make decisions based on limited information and as it always. When they view the official Salesforce Certified Service Cloud Consultant certification, they can be guaranteed that a candidate has achieved a certain level of competence.
- After completing the Salesforce Certified Service Cloud Consultant certification Candidate becomes a solid, well-rounded Salesforce Certified Service Cloud Consultant.
- If the Candidate has the desire to move up to a higher-paying position in an organization. This certification will help as always.
- When an organization hiring or promotion an employee, then the decision is made by human resources. Now while Candidate may have an IT background, they do their decisions in a way that takes into record many different factors. One thing is candidates have formal credentials, such as the Service Cloud Consultant.

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Salesforce Certified Service cloud consultant Sample Questions (Q107-Q112):

NEW QUESTION # 107

Cloud Kicks (CK) recently implemented Knowledge Centered Support to improve the expertise of its agents. The pilot focused on creating articles for the most common support topics. After the pilot, customer satisfaction has improved and average call time has decreased. To continue improving KPIs, CK wants to know where to focus its efforts next.

Which Knowledge dashboard should a consultant use?

- **A. Most Linked Articles**
- B. Search Activity Gaps
- C. Most Revised Articles
- D. Top Articles sorted descending

Answer: A

NEW QUESTION # 108

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

Answer: C

Explanation:

Creating a data category for each product and assigning data categories to service agents is the recommended approach to ensure that Knowledge searches only display articles for a service agent's product specialization.

Data categories are a way of classifying articles based on topics or criteria that make sense for your business.

Data categories can be used to control the visibility and searchability of articles for different users and communities. By creating a data category for each product, you can group articles by product line and make it easier for agents and customers to find relevant information. By assigning data categories to service agents, you can restrict their access and search results to only the articles that match their product specialization.

Verified References: Service Cloud Consultant Certification Guide & Tips, Data Categories Overview

NEW QUESTION # 109

Universal Containers is trying to reduce the amount of time support agents spend creating cases. The new method case creation must allow for 4000 - 5000 new cases a day, as well as the attachment of documents under 25 MB by the customer.

Which method should the consultant suggest?

- A. Standard email to case
- B. Web to case forms
- **C. On-Demand Email-to-case**
- D. Omni channel routing

Answer: C

NEW QUESTION # 110

Cloud Kicks (CK) provides customized support based on product line and plans to expand from voice-only support. Support agents are certified on one or more specific product lines. CK would like to provide support through multiple channels. CK wants to ensure a consistent customer experience.

Which solution should the consultant recommend to meet the requirements?

- A. Omni-Channel with Capacity-Based Routing
- **B. Omni-Channel with Einstein Case Routing**
- C. Omni Channel with Queue-Based Routing

Answer: B

Explanation:

To meet the requirements of providing support through multiple channels with a consistent customer experience, Omni-Channel with Einstein Case Routing is recommended. This solution uses AI to route cases to the most appropriate agent based on their certification and product line expertise, ensuring that customers receive knowledgeable and consistent support across all channels.

NEW QUESTION # 111

Universal Containers is in the process of setting up a business-to-business (b2b) portal. The company needs to give customers access to service level agreements (SLA) via the portal. Which solution is recommended to accomplish this requirement?

- A. Cases
- B. Milestones
- **C. Service contracts**
- D. Assets

Answer: C

NEW QUESTION # 112

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