

Quiz 2025 Salesforce Service-Cloud-Consultant– Professional Actual Tests



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Exam Service-Cloud-Consultant Outline - Service-Cloud-Consultant Latest Braindumps

If you're looking to advance your career, passing the Salesforce Service-Cloud-Consultant Certification Exam is crucial. As with any certification exam, success requires time and effort. While there are many online study materials available, not all of them are accurate or reliable. Many professionals struggle with managing their time and studying effectively, making it difficult to pass the Salesforce Certified Service cloud consultant (Service-Cloud-Consultant) Exam.

Salesforce Certified Service cloud consultant Sample Questions (Q291-Q296):

NEW QUESTION # 291

Universal Containers is trying to reduce the amount of time support agents spend creating cases. The new method for 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. Omni-Channel routing
- B. Web-to-Case forms
- C. On-Demand Email-to-Case
- D. Standard Email-to-Case

Answer: D

NEW QUESTION # 292

Cloud Kicks (CK) provides product support based on Service Contracts. A customer's Service Contract includes the same level of Entitlements for response time and business hours on both Case and Work Orders.

CK would like an efficient method to manage the setup.

What is the recommended configuration to meet the requirements?

- A. Set up separate Entitlement Process for Case and Work Order
- B. Assign the Work Order to the same Case as the Entitlement Process.
- **C. Work Orders created from a Case automatically inherit the Entitlement Process**
- D. Create an Apex Trigger to assign the Entitlement Process to Work Order.

Answer: C

Explanation:

Explanation

This is the recommended configuration to meet the requirements, because it simplifies the setup and ensures consistency between Case and Work Order entitlements. When a Work Order is created from a Case that has an Entitlement Process, the Work Order automatically inherits the same Entitlement Process as the Case. This means that CK does not need to create separate Entitlement Processes for Case and Work Order, or use triggers or workflows to assign them. Verified References: : Work Orders and Entitlement Processes

NEW QUESTION # 293

As part of a service improvement project, Cloud Kicks (CK) has implemented Knowledge management for its support agents. Several months after the implementation, CK management notices an inconsistency in reported customer satisfaction, CPIS show a decrease; however, many customers have provided testimonials about great support experiences.

Which KPI should help explain the disparity?

- A. Measure difference in CSAT of cases with and without articles attached.
- B. Track the average calls per day, average cases per agent, and average cases per case type.
- **C. Track net promoter scores as part of an automated survey after case closure for every case.**
- D. Benchmark the average cases per agent versus the team average across each case channel

Answer: C

Explanation:

Tracking Net Promoter Scores (NPS) as part of an automated survey after case closure for every case is a KPI that can help explain the disparity between customer satisfaction and CSAT. NPS is a metric that measures how likely customers are to recommend a company or product to others, based on a scale from 0 to 10. NPS can help capture the overall loyalty and satisfaction of customers, as well as their feedback and testimonials.

NPS can be integrated with Salesforce using third-party apps or custom solutions. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.nps_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.nps_salesforce.htm&type=5

NEW QUESTION # 294

Cloud Kicks uses Social Customer Service to create and respond to customer cases. After closing a case, service agents are seeing duplicate cases the customer makes a new social post.

What should a consultant recommend?

- A. Change the Run Apex As User to a service agent profile.
- B. Establish Duplicate Rules to find similar cases.
- C. Configure a Macro to close the duplicate case
- **D. In Inbound Setting, set Enable Case Reopen to 3 days.**

Answer: D

Explanation:

This is the recommended solution to prevent duplicate cases when a customer makes a new social post after closing a case. In Inbound Settings, there is an option to enable case reopen, which allows a closed case to be reopened when a customer replies on the same social network within a specified number of days. Setting this option to 3 days means that if a customer posts a new comment on Facebook or Twitter within 3 days of closing a case, the original case will be reopened instead of creating a new one. Verified References: : Enable Case Reopen

NEW QUESTION # 295

Universal Containers requires a scheduling solution that will allow Managers to coordinate service engineers across multiple Territories.

What solution should a consultant recommend?

- **A. Field Service Lightning**
- B. Salesforce Mobile App
- C. Lightning Console
- D. Employee Community

Answer: A

Explanation:

Explanation

Field Service Lightning is a solution that enables managers to coordinate service engineers across multiple territories. It provides features such as scheduling, dispatching, routing, inventory management, and work order management. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.field_service_basics.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.field_service_overview.htm&type=5

NEW QUESTION # 296

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