

Reliable Service-Cloud-Consultant Source & Service-Cloud-Consultant Test Dump



2025 Latest PassCollection Service-Cloud-Consultant PDF Dumps and Service-Cloud-Consultant Exam Engine Free Share:
https://drive.google.com/open?id=10wSc_uMjd2p45T3aIJH_aQuRpI8XWIaG

Mercenary men lust for wealth, our company offer high quality Service-Cloud-Consultant practice engine rather than focusing on mercenary motives. They are high quality and high effective Service-Cloud-Consultant training materials and our efficiency is expressed clearly in many aspects for your reference. The first one is downloading efficiency. The second is expressed in content, which are the proficiency and efficiency of Service-Cloud-Consultant Study Guide. You will love our Service-Cloud-Consultant exam questions as long as you have a try!

Service-Cloud-Consultant Exam topics

Candidates must know the exam topics before they start of preparation. Because it will really help them in hitting the core. Our **Salesforce Service-Cloud-Consultant exam dumps** will include the following topics:

- Service Cloud Solution Design 19%
- Implementation Strategies 19%
- Integration and Data Management 6%
- Knowledge Channels 9%
- Contact Center Analytics 5%
- Industry Knowledge 22%
- Interaction Channels 9%

Salesforce Service-Cloud-Consultant Certification Exam is a valuable credential that provides professionals with the opportunity to demonstrate their knowledge and skills in implementing and managing Salesforce Service Cloud solutions. By passing Service-Cloud-Consultant exam, candidates can enhance their career prospects and demonstrate their commitment to excellence in the service and support domain.

>> Reliable Service-Cloud-Consultant Source <<

TOP Reliable Service-Cloud-Consultant Source - Salesforce Salesforce Certified Service cloud consultant - Valid Service-Cloud-Consultant Test Dump

Taking the Salesforce Certified Service cloud consultant Service-Cloud-Consultant test and beginning Salesforce Certified Service cloud consultant Service-Cloud-Consultant exam preparation with the suggested Service-Cloud-Consultant exam preparation materials is the best and quickest course of action. You can rely on Salesforce Service-Cloud-Consultant Exam Questio Salesforce Certified Service cloud consultant Service-Cloud-Consultant for thorough Service-Cloud-Consultant exam preparation.

Salesforce Service Cloud Consultant certification is a highly sought-after credential that validates an individual's expertise in implementing and designing solutions using the Salesforce Service Cloud. Salesforce Certified Service cloud consultant certification is

ideal for professionals who work in sales, customer service, or support roles and want to demonstrate their proficiency in the Salesforce Service Cloud.

Salesforce Certified Service cloud consultant Sample Questions (Q69-Q74):

NEW QUESTION # 69

A recent review of customer satisfaction surveys revealed that the support center does a poor job of upselling new products to customers. Customers report dissatisfaction when calling for service issues and receiving a sales pitch instead.

However, customers that

have been upsold new products are two times more likely to remain a customer.

What is the recommended method to ensure upselling only occurs when customers are likely to be receptive to the offer?

- A. Visual Remote Assistant
- **B. Einstein Next Best Action**
- C. Service Analytics Predictions

Answer: B

Explanation:

To ensure upselling occurs only when customers are likely to be receptive, implementing Einstein Next Best Action is recommended. This tool uses AI to suggest the most appropriate actions or offers to service agents based on customer context and interaction history, increasing the likelihood of a positive response to upselling efforts while maintaining customer satisfaction.

NEW QUESTION # 70

Universal Containers has four 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 separate data category groups for each division and assign the category to a division profile.
- B. Create a sharing rule for each division to provide access based on criteria of the article.
- C. Create a sharing rule for each division to provide access using the role hierarchy.
- **D. Create a single data category group for each division and provide access using the role hierarchy.**

Answer: D

NEW QUESTION # 71

Universal Containers analyzes key performance indicators (KPIs) and discovers that customer satisfaction is decreasing. The company attributes the decrease in customer satisfaction to a low first-call resolution rate.

What can be done to improve the first call resolution rate? Choose 2 answers.

- **A. Train support agents**
- B. Reduce the cost per call
- **C. Align agent performance goals with KPIs**
- D. Hire additional support agents

Answer: A,C

NEW QUESTION # 72

The Vice President (VP) of Customer Support for Universal Containers has issued a mission statement that "We will empower our customers to interact with us in the way of their choosing." Universal Containers has recently deployed a new toll-free interactive voice response (IVR) system and knowledgebase. The VP has asked the management team to make additional system enhancements to fulfill this mission statement. Which three should the consultant recommend to achieve the mission statement? Choose 3 answers

- **A. Enable customers to be emailed FAQs by accessing the interactive voice response 24 hours per day.**
- **B. Create a central "Contact Us" page which provides access to all available channels.**
- C. Replace the existing "Chat Now" button on the Customer Community with a toll-free phone number.

- D. Enforce that customers must search the knowledgebase before they can see the Contact Us page.
- E. Optimize the customer community for mobile devices to have access to the same support as desktops.

Answer: A,B,E

Explanation:

These three solutions will help achieve the mission statement of empowering customers to interact with Universal Containers in the way of their choosing. Creating a central "Contact Us" page will provide customers with a clear and easy way to find all the available channels of support, such as phone, email, web, chat, etc. Optimizing the customer community for mobile devices will ensure that customers can access the same support features on their smartphones or tablets as they can on their desktops. Enabling customers to be emailed FAQs by accessing the interactive voice response 24 hours per day will allow customers to get self-service support even when the call center is closed. Verified References: Create a Contact Us Page, [Optimize Your Community for Mobile Devices], [Send Email from Interactive Voice Response]

NEW QUESTION # 73

Contact Center management must be notified whenever an Open Case has not been touched for 24 hours. Which feature should a Consultant use to meet this requirement?

- A. Scheduled Reports
- B. Milestone Actions
- C. Process Builder Scheduled Actions
- D. Time-based Workflow Rules

Answer: A

NEW QUESTION # 74

.....

Service-Cloud-Consultant Test Dump: https://www.passcollection.com/Service-Cloud-Consultant_real-exams.html

- Exam Dumps Service-Cloud-Consultant Demo □ Service-Cloud-Consultant Free Updates □ Valid Dumps Service-Cloud-Consultant Pdf □ Easily obtain ⇒ Service-Cloud-Consultant ⇄ for free download through “www.prep4away.com” □ Valid Dumps Service-Cloud-Consultant Pdf
- Exam Service-Cloud-Consultant Outline □ Valid Service-Cloud-Consultant Test Objectives □ Service-Cloud-Consultant Reliable Test Cram □ ⇒ www.pdfvce.com ⇄ is best website to obtain ⇒ Service-Cloud-Consultant □□□ for free download □ Exam Service-Cloud-Consultant Syllabus
- Latest updated Reliable Service-Cloud-Consultant Source - Leader in Qualification Exams - Professional Service-Cloud-Consultant: Salesforce Certified Service cloud consultant □ Search for ⇒ Service-Cloud-Consultant □ and download it for free immediately on 《www.actual4labs.com》 □ Valid Service-Cloud-Consultant Test Objectives
- Professional Reliable Service-Cloud-Consultant Source - Leading Provider in Qualification Exams - Latest updated Service-Cloud-Consultant Test Dump □ Open ➤ www.pdfvce.com □ and search for 「Service-Cloud-Consultant」 to download exam materials for free □ Service-Cloud-Consultant New Exam Materials
- Valid Service-Cloud-Consultant Exam Online ↗ Reliable Service-Cloud-Consultant Test Voucher □ Valid Dumps Service-Cloud-Consultant Pdf □ The page for free download of [Service-Cloud-Consultant] on ➤ www.prep4away.com □ will open immediately □ Exam Service-Cloud-Consultant Syllabus
- Service-Cloud-Consultant Reliable Test Cram □ Service-Cloud-Consultant Reliable Test Voucher □ Service-Cloud-Consultant Practice Exam Questions □ Open ➤ www.pdfvce.com □□□ and search for ⇒ Service-Cloud-Consultant ⇄ to download exam materials for free □ Service-Cloud-Consultant Reliable Test Voucher
- Exam Service-Cloud-Consultant Outline ↘ Exam Service-Cloud-Consultant Syllabus □ Service-Cloud-Consultant Latest Learning Material □ Download □ Service-Cloud-Consultant □ for free by simply entering ➤ www.pdf4dumps.com □ website □ Service-Cloud-Consultant Preparation Store
- Service-Cloud-Consultant Latest Learning Material □ Reliable Service-Cloud-Consultant Test Voucher □ Exam Service-Cloud-Consultant Outline □ Search for [Service-Cloud-Consultant] and easily obtain a free download on ➤ www.pdfvce.com □ □ Valid Service-Cloud-Consultant Exam Online
- Top Features of Salesforce Service-Cloud-Consultant Exam Product that Make Your Preparation Successful ✓ Search for 「Service-Cloud-Consultant」 and download it for free on 《www.prep4sures.top》 website □ Exam Service-Cloud-Consultant Outline
- Excellent Service-Cloud-Consultant Prep Guide is Best Study Braindumps for Service-Cloud-Consultant exam □ Easily obtain free download of ➤ Service-Cloud-Consultant □ by searching on ➤ www.pdfvce.com □ Exam Service-Cloud-

Consultant Outline

2025 Latest PassCollection Service-Cloud-Consultant PDF Dumps and Service-Cloud-Consultant Exam Engine Free Share:
https://drive.google.com/open?id=10wSc_uMjd2p45T3aIJH_aQuRpI8XWlaG