

Service-Cloud-Consultant Exam Simulation: Salesforce Certified Service cloud consultant & Service-Cloud-Consultant Training Materials



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Salesforce Service-Cloud-Consultant certification exam is a computer-based exam that consists of 60 multiple-choice questions. Service-Cloud-Consultant exam is timed, with a total time limit of 105 minutes. The passing score for the certification exam is 68%, and the exam fee is \$200. Successful completion of the Salesforce Service-Cloud-Consultant certification exam indicates that the individual has the knowledge and skills required to design and implement customer service solutions using Salesforce.

Salesforce Service-Cloud-Consultant certification exam is intended for professionals who have experience in designing, configuring, and implementing customer service solutions using Salesforce. Salesforce Certified Service cloud consultant certification exam evaluates the candidate's knowledge of Salesforce's Service Cloud platform, including its features and functionality. Service-Cloud-Consultant Exam also tests the candidate's knowledge of customer service best practices, industry standards, and regulatory requirements.

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Salesforce Certified Service cloud consultant Sample Questions (Q147-Q152):

NEW QUESTION # 147

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. Service Level Agreement
- B. Customer Purchase History
- C. Customer Support Requests

- D. customer satisfaction Survey
- E. Net promoter Score

Answer: A,D,E

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 # 148

Cloud Kicks wants to create a secure, branded mobile app that its Experience Cloud customers can use to create and track cases, see upcoming product announcements, and interact with other customers who have common interests. Which mobile development option should the consultant recommend?

- A. Use Salesforce Mobile Publisher to create a common app for both Apple and Android.
- B. Explain that community users can access the site through a web browser.
- C. Create two custom mobile apps, one for Apple and the other for Android.

Answer: A

Explanation:

For creating a secure, branded mobile app for Experience Cloud customers, utilizing Salesforce Mobile Publisher is recommended. This tool allows for the creation of a unified mobile app compatible with both Apple and Android devices, providing a seamless experience for customers to engage with the brand, track cases, and interact with the community.

NEW QUESTION # 149

Which three are characteristics of Visual Workflow? Choose 3 answers

- A. Apex code must be used to pass data to legacy systems.
- B. Only one version of a flow can be activated at a time.
- C. Elements can be used to pass data to legacy systems.
- D. Elements can be used to update fields in the database.
- E. Apex code must be used to update fields in the database.

Answer: B,C,D

Explanation:

Visual Workflow is a tool that allows you to create flows that automate business processes in Salesforce.

Flows consist of elements that define the logic, data manipulation, and user interface of the flow. Elements can be used to pass data to legacy systems using outbound messages or Apex actions, update fields in the database using record elements, and perform other tasks. Only one version of a flow can be activated at a time, meaning that only one version can run when triggered by users or processes. Verified References: [Salesforce Help: Visual Workflow]

NEW QUESTION # 150

Which two areas can an Administrator make Open CTI features available to users when building a Lighting App using the App Manager? Choose 2 answers

- A. On a record Activity Feed list

- B. On the Calendar right hand panel
- **C. On a utility bar of the Lightning App**
- D. On a record Highlights Panel

Answer: A,C

Explanation:

Explanation

Open CTI features can be made available to users when building a Lightning App using the App Manager by adding them on a utility bar of the Lightning App or on a record Activity Feed list. A utility bar is a fixed footer that displays utilities (such as Open CTI SoftPhone) as icons in a panel at the bottom of every page in an app. Users can access Open CTI features such as making calls, receiving calls, transferring calls, or logging calls from the utility bar. An Activity Feed list is a component that displays all the past and upcoming activities related to a record, such as tasks, events, emails, or calls. Users can access Open CTI features such as dialing a phone number or logging a call from the Activity Feed list. Verified References: Service Cloud Consultant Certification Guide & Tips, Add Utilities to Your App's Utility Bar, Add Activities to Your Lightning Pages

NEW QUESTION # 151

Universal Containers has an active presence on Twitter and Facebook. Customers' requests from these social media channels should be responded to by support agents.

What should a consultant recommend to meet this requirement?

- **A. Social Customer Service for Twitter and Facebook.**
- B. Social Persona for Twitter and Facebook.
- C. Einstein Bot social queues.
- D. Social Media Marketing message tagging.

Answer: A

NEW QUESTION # 152

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