

# Service-Cloud-Consultant Latest Exam Questions | Service-Cloud-Consultant Latest Test Testking



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Salesforce Service-Cloud-Consultant Certification Exam is designed for professionals who aim to specialize in the Salesforce Service Cloud. Salesforce Certified Service cloud consultant certification validates the candidate's expertise in designing and implementing Service Cloud solutions that meet business requirements. Salesforce Service-Cloud-Consultant Certification demonstrates that the individual is skilled in using the Service Cloud to improve customer service and support, and also in managing customer data, case management, and analytics.

>> Service-Cloud-Consultant Latest Exam Questions <<

## Hot Service-Cloud-Consultant Latest Exam Questions 100% Pass | Professional Service-Cloud-Consultant Latest Test Testking: Salesforce Certified Service cloud consultant

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Salesforce Certified Service Cloud Consultant certification exam is a valuable credential for professionals who want to demonstrate their expertise in Salesforce service cloud solutions. It covers a wide range of topics and requires a deep understanding of Salesforce functionality and best practices. By earning this certification, you can increase your credibility, job opportunities, and earning potential in the Salesforce ecosystem.

### What is the duration of the Service-Cloud-Consultant Exam

- Number of Questions: 60
- Format: Multiple choices, multiple answers
- Passing Score: 67%
- Length of Examination: 105 minutes

### Salesforce Certified Service cloud consultant Sample Questions (Q36-Q41):

### NEW QUESTION # 36

What are two benefits of deploying Knowledge in Customer Communities?

- A. Eliminates tracking of customer entitlements
- B. Uncovers gap in the knowledge base
- C. Replaces the need for an email channel
- D. Reduces incoming call volume

**Answer: C,D**

### NEW QUESTION # 37

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

**Answer: C**

### NEW QUESTION # 38

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. Create an Apex Trigger to assign the Entitlement Process to 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. Set up separate Entitlement Process for Case and Work Order

**Answer: D**

### NEW QUESTION # 39

Universal Containers (UC) provides customer support for two separate business groups. UC requires that cases for each business group have different support processes and fields.

Which feature should a consultant implement to meet the requirement?

- A. Record Types
- B. Dynamic Forms
- C. Omni-Channel

**Answer: A**

Explanation:

For Universal Containers to manage different support processes and fields for two separate business groups, implementing Record Types is recommended. Record Types allow the creation of distinct page layouts for each business group, enabling customization of support processes and fields to meet the specific needs of each group, ensuring effective and organized case management.

### NEW QUESTION # 40

Business Users have requested that the salesforce administrator allow agents to view a list of cases in the console while agents work through their cases. This will allow agents to identify urgent cases that need to be worked on.

How should this be accomplished?

- A. Configure the case list under custom console components so users can view the list view along with the case view
- B. Recommend opening the case list view in a separate browser tab and use the window alongside the case view
- C. Build a customer visual force page with the list view and assign it to the console sidebar.
- D. Enable the list to be pinned in the console. This allows users to view the list alongside the case view in the console

Answer: D

## NEW QUESTION # 41

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