

Service-Cloud-Consultant New Question - Latest Service-Cloud-Consultant Exam Pattern



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How to study the Service-Cloud-Consultant Exam

There are two main types of resources for preparation of certification exams first there are the study guides and the books that are detailed and suitable for building knowledge from ground up then there are video tutorial and lectures that can somehow ease the pain of through study and are comparatively less boring for some candidates yet these demand time and concentration from the learner. Smart Candidates who want to build a solid foundation in all exam topics and related technologies usually combine video lectures with study guides to reap the benefits of both but there is one crucial preparation tool as often overlooked by most candidates the practice exams. Practice exams are built to make students comfortable with the real exam environment. Statistics have shown that most students fail not due to that preparation but due to exam anxiety the fear of the unknown. Exams-boost expert team recommends you to prepare some notes on these topics along with it don't forget to practice **Salesforce Service-Cloud-Consultant Exam Dumps** which been written by our expert team, Both these will help you a lot to clear this exam with good marks.

Salesforce Certified Service cloud consultant Sample Questions (Q18-Q23):

NEW QUESTION # 18

Universal Containers needs to customize Salesforce to improve its Support Agents' experience so they can work more efficiently.

Which two features requires Service Cloud?

- A. Utility Bar
- B. Access to Knowledge Articles
- C. Open multiple case records as tabs and sub tabs
- D. Unique page layouts for each Case Record Type

Answer: B,D

NEW QUESTION # 19

A company would like to implement a solution that would hold service reps accountable to customer Service Level Agreements.

Which two steps should be completed to meet this request? Choose 2 answers

- A. Configure Service Contracts.
- B. Enable Work Orders.
- C. Create an Entitlement Process.
- D. Set up Milestones.

Answer: C,D

NEW QUESTION # 20

Which case submission process leverages Apex email services?

- A. Email-to-Case
- B. Case submitted using chat
- C. Web-to-Case
- D. On-demand Email-to-Case

Answer: D

NEW QUESTION # 21

Universal Containers (UC) is using skills-based routing to assign cases to service reps based on their relevant product specialization. UC also wants to automatically assign service reps to the next case to evenly distribute the case workload.

- A. Manual Push
- B. Least Active
- C. Most Available

Answer: C

Explanation:

The Most Available routing model in Omni-Channel ensures that the next available agent with the least workload (based on capacity) automatically receives the next case, maintaining an even distribution of work.

It can also use skills-based routing to match cases to qualified agents.

Option A (Least Active) prioritizes agents with fewer open tasks but doesn't ensure capacity-based fairness.

Option B (Manual Push) requires supervisors to manually assign cases, which is inefficient.

Referenced Salesforce Materials:

* Service Cloud Consultant Exam Guide - Interaction Channels Domain.

* Salesforce Help: "Configure Routing Models in Omni-Channel."

* Salesforce Winter '23 Release Notes - Skills-Based and Capacity-Based Routing Enhancements.

NEW QUESTION # 22

Cloud Kicks is planning to use Case Teams to help swarm on difficult issues. Support agents can use predefined Case Teams to add specialists on a Case. Specialists need to be able to view Cases and add related records to the Case.

What is the recommended level of Case Access for the Case Team Role?

- A. Read Only
- B. Private
- C. Visible in Portal
- **D. Read/Write**

Answer: D

Explanation:

Read/Write is the recommended level of Case Access for the Case Team Role. Case Access is a setting that determines what level of access users have to cases that they are added to as case team members. Read/Write access allows users to view and edit cases and related records, such as activities or attachments. Read/Write access can help specialists collaborate on cases and provide solutions. Verified References: :

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

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

NEW QUESTION # 23

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