

Service-Cloud-Consultant Test Study Guide, New Service-Cloud-Consultant Test Duration



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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. PassTestking 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 (Q95-Q100):

NEW QUESTION # 95

Universal Containers will be launching a telesales contact center. What should be considered in the design?
Choose 2 answers.

- A. Integration with Field service teams and apps
- **B. Performance for high volume of interactions**
- C. Strategies to maximize call deflection
- **D. Integration with Lead Generation team and apps**

Answer: B,D

NEW QUESTION # 96

Universal Containers has implemented KCS. Specific article types and categories require approval, both the Publish Articles action button and the Submit for Approval button are available on page layouts. Agents are forgetting to submit certain articles types for approval.

What should a consultant recommend to automate the approval process?

- A. Assignment rule
- **B. A Process Builder**
- C. Validation rule
- D. Workflow

Answer: B

Explanation:

Explanation

A Process Builder is the recommended tool to automate the approval process for certain article types and categories that require approval in KCS. A Process Builder is a tool that allows you to create automated workflows based on criteria and actions. A Process Builder can be used to create a process that submits an article for approval when certain conditions are met, such as the article type or category. A Process Builder can also be used to define approval actions, such as sending email alerts, updating fields, or posting to Chatter.

Verified References: Service Cloud Consultant Certification Guide & Tips, Automate Article Approvals with Process Builder

NEW QUESTION # 97

Universal Containers (UC) receives partner data in Excel format. The Excel data is all text, but needs to be imported into existing Salesforce Date, Number, and Text fields.

Which three best practices should a consultant recommend?

Choose 3 answers

- **A. Deduplicate the data before importing into Salesforce,**
- B. Import the records and create a workflow rule to change the data type.
- C. Import the records and use Duplicate Management.
- **D. Install the Data Quality Analysis Dashboards from the AppExchange.**
- **E. Standardize all rows to match Salesforce data types.**

Answer: A,D,E

Explanation:

These are three best practices that should be used when importing partner data in Excel format into existing Salesforce Date, Number, and Text fields. Standardizing all rows to match Salesforce data types will ensure that the data is compatible and consistent with the Salesforce fields. Deduplicating the data before importing into Salesforce will prevent creating duplicate records and violating unique constraints. Installing the Data Quality Analysis Dashboards from the AppExchange will help monitor and improve the quality of the imported data. Verified References: : <https://help.salesforce.com/s/articleView?id=sf.importing.htm&type=5> : https://help.salesforce.com/s/articleView?id=sf.data_quality_dashboard.htm&type=5

NEW QUESTION # 98

Universal Containers wants to display a list of open cases, data from an external system, and knowledge articles in one view in Salesforce. What should a consultant recommend to meet this requirement?

- A. Configure the Salesforce Console for Service, add Visualforce components, and activate the Knowledge sidebar.
- B. Configure the Salesforce Console for Service, integrate the external system, and enable Knowledge
- C. Create a custom Visualforce page to display case list view, external system, and knowledge articles
- D. Configure the agent console and display the articles, case view, and external system custom object

Answer: A

NEW QUESTION # 99

Universal Telco sells and supports a line of smart phones. The company offers support via phone, email-to-case, web-to-case, and a customer portal. The call center manager is incented to drive support through customer self-service. Which report should be included on the manager's dashboard? Choose 3 answers

- A. Number of Portal Logins per Day
- B. Escalated Calls
- C. Cases by Support Channels
- D. Average Call Handle Time
- E. Knowledge Article Usage

Answer: A,C,E

NEW QUESTION # 100

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