



VCE & PDF

PassApply.com

<https://www.passapply.com/service-cloud-consultant.html>
2024 Latest passapply SERVICE-CLOUD-CONSULTANT PDF and VCE
dumps Download

SERVICE-CLOUD-CONSULTANT^{Q&As}

Salesforce Certified Service cloud consultant

Pass Salesforce SERVICE-CLOUD-CONSULTANT Exam with 100% Guarantee

Free Download Real Questions & Answers PDF and VCE file from:

<https://www.passapply.com/service-cloud-consultant.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Salesforce
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





QUESTION 1

Universal Containers wants to automate case management for the web support team. When new cases come in from the website they should be routed to the support team to work in the order that they are submitted.

Which approach should a Consultant implement?

- A. Lightning Component
- B. Contact Request flow
- C. Direct Messaging
- D. Case queues

Correct Answer: B

QUESTION 2

If a Case cannot be resolved after Tier 1 has performed their troubleshooting steps, the case must be escalated to Tier 2 support. Tier 2 has additional troubleshooting steps. How can a Consultant configure the Lightning Service Console to support this requirement?

- A. Enable Omni-Channel Case assignment
- B. Define separate Record Types for Tier 1 and Tier 2
- C. Implement Lightning Guided Engagement
- D. Configure a Visual Flow Troubleshooting Action

Correct Answer: C

QUESTION 3

Support Managers have requested the ability to provide real-time feedback to Agents during customer chat sessions. What feature should a consultant configure to meet this requirement?

- A. Push Notifications
- B. Case Feed
- C. Omni-channel Supervisor
- D. Next Best Actions

Correct Answer: C



QUESTION 4

Universal Containers would like for article to be different channel for social interactions.

What solution should a consultant recommend?

- A. Set up communication channel layouts in the object manager to use Insert Article into Social post.
- B. Set up insert Article into Social post and enable the customer community portal.
- C. Create a Chatter group and invite the customer to join with an external chatter user.
- D. Create a Visualforce page on the customer community portal.

Correct Answer: B

QUESTION 5

Universal Health supports medical kits that have been distributed to thousands of hospitals. Hospitals can request future credit by providing kit usage information by patient. The regional processing teams review these requests and award coupons for approved cases. What should a consultant recommend to manage this process using Service Cloud?

- A. Enable the self-service portal to generate logins for the hospital staff by region.
- B. Use Web-to-Lead to capture the credit requests and assign them to regional teams using workflow rules.
- C. Design a custom object to track credit requests and route them regionally using assignment rules
- D. Use cases to track the credit requests and route than to regional teams using assignment rules

Correct Answer: D

[Latest SERVICE-CLOUD-CONSULTANT Dumps](#)

[SERVICE-CLOUD-CONSULTANT VCE Dumps](#)

[SERVICE-CLOUD-CONSULTANT Braindumps](#)