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

QUESTION 1

Universal Containers is launching a full line of new products and Service Cloud should support the following
requirements:

1.

 Agents need to collaborate with other teams.

2.

 The product development team needs to be alerted on high-priority cases for specific products.

Which solution will meet these requirements?

A. Use Process Builder for notifications and case teams to monitor cases.

B. Use Process Builder for notifications and account teams to monitor cases.

C. Use escalation rules for notifications and account teams to monitor cases.

D. Use escalation rules for notifications and case teams to monitor cases.

Correct Answer: A

QUESTION 2

Cloud Kicks wants to standardize its service KPIs for response time and first case closure rates.

Individual service agents, team leaders, regional directors, and the VP of service should see the same KPIs calculated
using only the data the user can access.

What is the recommended running user to meet the requirements?

A. Let the dashboard viewers choose

B. The user creating the dashboard

C. The VP of service

D. The dashboard viewer

Correct Answer: D

QUESTION 3

Universal Containers is exploring ways to provide its customers with more self-service options in its new Customer
Community to reduce the number of interactions with their contact center. Which two features should a Consultant
consider implementing? Choose 2 answers

A. Use a community template to set up their customer community.

B. Enable web -to -case on their public website.

C. Enable Live Agent in their community to chat with an agent.

D. Add the Question action to Chatter in the community publisher.

Correct Answer: AD

QUESTION 4

Which Search mechanism should be used to find Case Comments from within the Lightning Service Console?

A. Comment Search Component

B. Comments List View

C. Global Search

D. Search Utility Component

Correct Answer: C

QUESTION 5

UC has a three-tiered contact center. Cases are routed to Tier 1 or Tier 2 based on severity, priority, complexity, or SLAs. Cases are assigned to Tier 3 only if they are escalated by Tier 1 and Tier 2. How can UC measure case escalation?

A. Create a case report to show all cases across tiers filtered by an escalation flag.

B. Create an approval process to ensure only the appropriate cases get escalated.

C. Create a case report to show the number of cases for each tier and sort them by case owner.

D. Create a custom trigger to generate history when cases get escalated between tiers.

Correct Answer: A