

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.pass2lead.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

The Service Desk at Universal Containers is considering implementing a Service Console and is considering using Lightning Experience. Which three features are available only in Classic? Choose 3 answers

- A. Dynamic list updates
- B. Quick Text
- C. Multi-monitor support
- D. Keyboard Shortcuts
- E. Case hover

Correct Answer: ACD

QUESTION 2

Universal Containers wants to provide its customers with more support options.

Which three should a Consultant recommend?

Choose 3 answers

- A. Create a Customer Community
- B. Utilize KCS to manage Knowledge
- C. Add Live Agent to public-facing sites
- D. Configure Chatter for public access
- E. Implement SOS for mobile experience

Correct Answer: BCE

QUESTION 3

Universal Containers Executives want to see contact center metrics from each of its different geographic regions. How should a Consultant support this requirement?

- A. Create a Dashboard for each Region.
- B. Create a single Dashboard with a Region filter.
- C. Create a Dashboard for each Case Team.
- D. Create a single Dashboard with a Case Team filter.

Correct Answer: B

QUESTION 4

Universal Containers is changing their case management system to Salesforce. All active accounts, contacts, open cases, and closed cases for the past five years must be migrated to Salesforce for go-live.

Which approach should the Consultant use for data migration?

- A. Prepare, Plan, Test, Execute, Validate
- B. Prepare, Plan, Validate, Execute, Test
- C. Plan, Prepare, Test, Execute, Validate
- D. Plan, Prepare, Validate, Execute, Test

Correct Answer: C

QUESTION 5

Universal Containers initiates cases based on electronic transmissions from power units.

The case management process is as follows:

1.

A work order is submitted to a field service team to perform a technical review.

2.

After the technical review is closed, an agent needs to contact the customers to review the activities.

3.

Cases can only be closed after the customer review has been completed.

4.

Universal Containers needs to determine whether the work orders and customer contacts should be stored as child cases or on a related custom object.

Which three aspects should the consultant consider to meet these requirements?

Choose 3 answers

- A. Account team relationship to the primary contact
 - B. Case closure rules on the original case
 - C. Work order and customer contact escalation requirements
 - D. Visibility and access to the work order records
-

E. Total number of account and contact records in the database

Correct Answer: BCD

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

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

[SERVICE-CLOUD-CONSULTANT Study Guide](#)