



VCE & PDF

GeekCert.com

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

2024 Latest geekcert SERVICE-CLOUD-CONSULTANT PDF and VCE dumps  
Download

# SERVICE-CLOUD-CONSULTANT<sup>Q&As</sup>

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.geekcert.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

A Knowledge administrator has created an article for a promotion that starts at the beginning of the following month. How would the administrator ensure the article is available on the first of the month?

- A. Create a task related to the article with a reminder set for the article start date.
- B. Create a workflow rule to update the article status to Published on the article start date.
- C. Set the article publish date to automatically display the article on the start date.
- D. Send an email reminder to update the article status to Published on the start date.

Correct Answer: C

---

### QUESTION 2

A recent review of customer satisfaction surveys revealed the support center does a poor job of upsetting new products to customers. Customers report dissatisfaction when calling for troubleshooting, billing, enrollment, or similar issues and receiving a sales pitch. However, customers that have been upsold new products are two times more likely to remain a customer.

What is the recommended method to ensure upselling only occurs when customers are likely to be receptive to the offer?

- A. Validation Rules
- B. Einstein Next Best Action
- C. Service Analytics Predictions
- D. Einstein Reply Recommendations

Correct Answer: D

---

### QUESTION 3

Universal Containers (UC) is currently live with Sales Cloud and in the process of implementing Service Cloud. UC wants to create a sandbox to test its Service Cloud implementation with real Sales Cloud data.

Which three Sandbox types can be used to accomplish this?

- A. Partial Copy Sandbox
- B. Administrator Sandbox
- C. Developer Pro Sandbox
- D. Full Sandbox



---

Correct Answer: ACD

---

#### QUESTION 4

Universal Containers\\' customer service technicians need to access the following information while at a customer site to complete the service call: ?Customer order history ?Level of contracted support ?List of replaceable parts Which system can Salesforce integrate with to retrieve this information and make it available to technicians in the field?

- A. An enterprise resource planning system
- B. A knowledge management system
- C. A workforce management system
- D. A third -party mobile application platform

Correct Answer: A

---

#### QUESTION 5

Universal Containers has a policy that requires all email traffic to remain within its firewall. Currently, the company has 200 support agents handling email from five different time zones on its legacy system.

When implementing Salesforce, what solution should a consultant recommend for this scenario?

- A. Email-to-Case
- B. Salesforce for Outlook
- C. Web-to-Case
- D. On-Demand Email-to-Case

Correct Answer: A

[SERVICE-CLOUD-CONSULTANT VCE Dumps](#) [SERVICE-CLOUD-CONSULTANT Study Guide](#) [SERVICE-CLOUD-CONSULTANT Braindumps](#)