



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^{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.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 team of publishers has created and published articles in Salesforce knowledge. The manager of the help desk describe articles are useful to agents. Which reports can the help desk manager use to determine the quality of the articles? Choose 2 answers

- A. Report on the articles followed in Chatter
- B. Report on agent ratings on articles
- C. Report on agent feedback on articles
- D. Report on the articles attached to cases

Correct Answer: BD

QUESTION 2

The Support Manager at Universal Containers wants to improve visibility to cases across the organization and has decided that Product Managers should be more involved in the case management process. The Support Manager has created predefined case teams for each product and trained Support Agents to add the appropriate case team to each case. Which two solutions will allow Product Managers to quickly see and review the cases that are created for their products? Choose 2 answers

- A. Create a case queue for all created or updated cases.
- B. Create a case report that displays all created or updated cases.
- C. Create an email alert notification for Case Teams.
- D. Create a case list view that is filtered by My Case Teams.

Correct Answer: AC

QUESTION 3

A company wants to publish Knowledge articles to its Customer Community. The articles should be organized for easy navigation by Community members. What should a Consultant recommend?

- A. Define Article Types with Public Sharing Settings.
- B. Define Data Categories with Custom Visibility.
- C. Define Topics for each Knowledge article.
- D. Define a Custom Field to identify the Subject.

Correct Answer: C



QUESTION 4

Universal Containers (UC) wants to automate the process of case creation. While conducting a business process review, the consultant learned that in some instances, customers provide UC with digital pictures of the problem. The average attachment size was 34 MB.

Which solution should a consultant recommend?

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

Correct Answer: C

QUESTION 5

Which two solutions should Universal Containers consider to increase Contact Center Agent productivity? Choose 2 answers

- A. Enable templates for written responses.
- B. Increase the number of agents.
- C. Improve the agent interface.
- D. Employ surveys to confirm customer satisfaction.

Correct Answer: AD

[SERVICE-CLOUD-CONSULTANT Practice Test](#)

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

[SERVICE-CLOUD-CONSULTANT Exam Questions](#)