



# 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

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 2

Universal Containers is looking for ways to provide more proactive support and to promote its brand on the internet with minimal investment. A consultant recommends installing the Social Customer Service Start Pack.

Which two features should the consultant recommend as part of the deployment?

- A. Select two Twitter or Facebook accounts.
- B. Create and assign permission sets to give agents social account access.
- C. Retrieve Social Studio credentials.
- D. Enable the Moderation feature to automatically create cases from posts.

Correct Answer: AB

### QUESTION 3

Universal Containers assigns its contact center agents to certain interaction channels and would like to optimize the agents' desktop based on their assigned interaction channels. What is the best solution?

- A. Create multiple agent console applications and configure the layout based on the user's requirements.
- B. Create multiple Salesforce Console for Service applications and configure them based on user's requirements.
- C. Create case page layouts for each interaction channel and assign them to different agent profiles.
- D. Create a Salesforce Console for Service layout and allow the agents to drag and drop the components they need.



Correct Answer: B

---

#### QUESTION 4

Universal Containers wants to allow customers to ability to submit cases and also to see a dashboard of case resolution history.

Which type of Community license should be used to meet these requirements?

- A. Customer Community Plus
- B. Customer Community
- C. High Volume Customer Portal
- D. Lightning External Apps Starter

Correct Answer: A

---

#### QUESTION 5

Universal Containers wants to import an external knowledge base to Lightning Knowledge using the Knowledge Importer.

How should this be implemented? Choose 2 answers

- A. Article Record Types must be created before the import.
- B. Each Article Record Type must be in a separate CSV.
- C. Article Record Types will be created as part of the import.
- D. Multiple Article Record Types can be imported in the same CSV.

Correct Answer: AD

---

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

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