# 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**

Universal Containers (UC) is developing a strategy for supporting customers on social media sites. UC\\'s requirements include the ability to:

1.

 Monitor Facebook fan page for new posts and comments from customers

2.

 Link new posts and comments to an existing customer record

3.

 Respond to posts from the existing Salesforce Console for Service

4.

 Create and link social personas to contacts

What should a consultant recommend to meet these requirements?

A. Create a Lightning Platform app for Facebook monitoring.

B. Enable Social Customer Service.

C. Integrate Facebook to its existing Customer Community.

D. Enable Salesforce social profile on contacts.

Correct Answer: D

**QUESTION 2**

Auto Response rules work on which objects?

A. Leads and Cases

B. Leads and accounts

C. Accounts and Opportunity

D. Accounts and Cases

Correct Answer: A

**QUESTION 3**

Universal Containers has scheduled a major upgrade to its Customer Community next month. The community is expected to be unavailable for approximately 8 hours. The executive team is concerned about how the upgrade and

associated outage will impact customers. Which three measures should the Consultant recommend to ensure transparency during the upgrade process? Choose 3 answers

A. Publish ongoing updates to the community knowledge base with details about the upgrade.

B. Communicate information about the upgrade to customers in advance.

C. Send routine status updates to customers via Chatter during the upgrade.

D. Replace the default outage page with a custom page containing upgrade information.

E. Notify customers once the upgrade is completed and full services are restored.

Correct Answer: BDE

---

QUESTION 4

What are some uses of www.trust.salesforce.com in business continuity planning? (Choose 3)

A. To provide online security threat information

B. To provide live and historical data on system performance

C. To provide information planning planned maintenance

D. To provide live support for system and data backup

E. To provide best practices for continuity plans

Correct Answer: ABC

---

QUESTION 5

Milestones can be added to which three Object types? Choose 3 answers

A. Entitlement

B. Work Order

C. Service

D. Case

E. Account

Correct Answer: ABD

---