

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.lead4pass.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 new customer to Salesforce is considering implementing a customer portal. The customer has millions of users and plans to evaluate a high-volume customer portal.

What is a key consideration when configuring a customer portal?

- A. Users cannot own records
- B. Users can download and view content
- C. Users are not associated with a role in the hierarchy
- D. Users can be part of a case team

Correct Answer: C

QUESTION 2

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 3

A Service Manager has just configured Chat at a company site. Now, the Agents cannot see the Chat footer component in the

Which configuration option should be verified?

- A. Verify that users have access to the Chat public group.
- B. Verify that users are assigned the Chat user profile
- C. Verify that users have access to the Chat buttons.
- D. Verify that users are assigned the Chat feature license.

Correct Answer: D

QUESTION 4

A Company sells two products, each with its own maintenance schedule.

Which feature should a consultant recommend implementing to meet this requirement?

- A. Lightning Service Console
- B. An AppExchange Solution
- C. Field Service Lightning
- D. Customer Community

Correct Answer: C

QUESTION 5

What can universal containers do to reduce costs and immediately improve contact center agent productivity choose 2

- A. Streamline the agent interface.
- B. Enable templates for written responses.
- C. Offer supports through Facebook and twitter.
- D. Implement team productivity dashboards.

Correct Answer: AB

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

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

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