

2026 Service-Con-201 Online Version | Professional Salesforce Service-Con-201: Salesforce Certified Service Cloud Consultant 100% Pass



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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Integrations: This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.
Topic 2	<ul style="list-style-type: none">Case Management: This domain covers designing end-to-end case management solutions, implementing case deflection strategies, configuring entitlements, milestones, SLAs, and understanding Service Cloud automation capabilities.
Topic 3	<ul style="list-style-type: none">Knowledge Management: This domain covers Knowledge article lifecycle, Knowledge Centered Service methodology, and configuring Salesforce Knowledge for agent support and self-service processes.

Topic 4	<ul style="list-style-type: none"> Implementation Strategies: This domain focuses on consulting engagement participation, deployment and training recommendations, and considerations for data migration, quality, governance, and large data volumes.
Topic 5	<ul style="list-style-type: none"> Contact Center Analytics: This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.
Topic 6	<ul style="list-style-type: none"> Intake and Interaction Channels: This domain addresses designing intake channels, recommending interaction channels, understanding configuration best practices, and implementing AI agents and agentic service capabilities.
Topic 7	<ul style="list-style-type: none"> Service Cloud Solution Design: This domain involves designing solutions that balance capabilities, limitations, and trade-offs for service reps and customers while meeting data security and compliance requirements.

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100% Pass Service-Con-201 - Efficient Salesforce Certified Service Cloud Consultant Online Version

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Salesforce Certified Service Cloud Consultant Sample Questions (Q173-Q178):

NEW QUESTION # 173

In which of the following scenarios should a consultant use a Screen Flow?

- A. Provide decision-based troubleshooting steps for support reps.
- B. Redirect a support rep to a Knowledge article during case creation.
- C. Transfer a call to another support rep within the Service Console.

Answer: A

Explanation:

Screen Flows are used in Salesforce to guide users through interactive, decision-based processes. For example, a Screen Flow can present troubleshooting questions and next steps to support reps, dynamically adapting based on responses. This allows for consistent issue resolution and knowledge capture.

Option B (call transfer) is handled through Omni-Channel or CTI features, not Flow.

Option C (redirecting to Knowledge) can be done with console components or Einstein Article Recommendations, not a Screen Flow.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Service Cloud Solution Design Domain.

Salesforce Help: "Use Screen Flows for Guided Troubleshooting and Agent Assistance." Salesforce Trailhead: "Build Guided Service Flows."

NEW QUESTION # 174

Universal Containers wants to notify support managers when a new case has been untouched for more than 2 business hours. Which approach should a consultant implement?

- A. Establish Case Assignment rules.
- B. Create a Flow with a scheduled path.

- C. Configure Case Escalation rules.

Answer: C

Explanation:

Case Escalation Rules can be configured to escalate cases that have not been touched within a specified timeframe, such as 2 business hours. This ensures that support managers are notified when a case remains untouched beyond the set threshold, allowing for timely intervention and improved case management.

NEW QUESTION # 175

Universal Containers (UC) provides customer support for two separate business groups. UC requires that cases for each business group have different support processes and fields.

Which feature should a consultant implement to meet the requirement?

- A. Dynamic Forms
- B. Record Types
- C. Omni-Channel

Answer: B

Explanation:

For Universal Containers to manage different support processes and fields for two separate business groups, implementing Record Types is recommended. Record Types allow the creation of distinct page layouts for each business group, enabling customization of support processes and fields to meet the specific needs of each group, ensuring effective and organized case management.

NEW QUESTION # 176

Universal Containers (UC) is planning to use Agentforce to enhance human and AI agent collaboration. A successful implementation should align with Agentforce's ability to support seamless transitions between AI agents and support reps.

Which specific aspect should UC prioritize when implementing Agentforce to improve customer support operations?

- A. Design Agentforce actions that enable handoffs to support reps when needed.
- B. Integrate Agentforce responses with social media messaging to handle customer support questions.
- C. Focus on automating as many customer interactions as possible without AI agent involvement.

Answer: A

Explanation:

A key capability of Agentforce for Service is its ability to provide seamless handoffs between the AI agent and human support representatives within the same conversation. To optimize customer experience and ensure continuity, organizations should design custom actions and topics that include clear handoff logic - transferring full conversational context and data to the rep.

Option A (social media integration) expands reach but does not address collaboration or transition logic.

Option C (full automation) contradicts Agentforce's collaborative design principle between AI and human agents.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Agentforce for Service: AI-to-Human Handoff Enhancements.

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Design AI-to-Agent Handoff Flows in Agentforce for Service."

NEW QUESTION # 177

After migrating to Lightning Experience, users are complaining that they are unable to create a Knowledge article when closing a case.

How should the consultant resolve this issue?

- A. Add the Manage Salesforce Knowledge permission to the user's profile.
- B. Inform users that the only way to create articles is from the Knowledge component.
- C. Enable Read/Write/Create permissions for Knowledge articles.

Answer: A

Explanation:

To resolve the issue of users being unable to create Knowledge articles when closing a case after migrating to Lightning Experience, adding the 'Manage Salesforce Knowledge' permission to the user's profile is necessary. This permission enables users to create, edit, and publish Knowledge articles, ensuring that they can contribute to the Knowledge base directly from case records, enhancing the support process.

NEW QUESTION # 178

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