

Fantastic Free Service-Con-201 Test Questions for Real Exam

Real Estate Final Exam Practice Test 1 Questions and Answers 100% Correct

What is the penalty if a person is convicted of practicing real estate without first obtaining a real estate license? - ANSWER-Up to \$25,000 for each offense.

The individual appointed to the position of real estate coordinator - ANSWER-must surrender the real estate license for the duration of the appointment.

Which lien has priority in a foreclosure sale? - ANSWER-Delinquent property taxes

When a broker is representing her client, she is most likely acting as - ANSWER-a special agent

A non possessory interest in real property is also called - ANSWER-an encumbrance

In Illinois, if a home rule county has an ordinance that conflicts with that of a home rule city, whose ordinance will prevail? - ANSWER-The city's ordinance

In IL how much-written notice is a landlord required to give a tenant to pay overdue rent before terminating the lease when the tenant is in default only for failing to pay rent on time? - ANSWER-5 days

How many members are on the IL Real Estate Admin and Disciplinary Board? - ANSWER-15 members

Regarding security deposits, what difference is there between requirements for the landlord of a three-unit apartment building and the landlord of a 30 unit apartment building? - ANSWER-Only the landlord of the 30 unit building is required to pay interest on security deposits.

Which of these is legal in IL? - ANSWER-giving referral fees to other licensees.

Regarding mortgages, IL is most accurately described as - ANSWER-an intermediate mortgage theory state

Three people decide to form a partnership to buy and sell real estate. One partner plans to specialize in residential real estate, the second in commercial real estate, and the 3rd does not plan to list, sell, or rent, but to supervise the office decor and plan holiday parties. Under these facts, which of the general partner's needs to be licensed for the partnership to qualify for a broker's license in IL? - ANSWER-All general partners in a general partnership must hold a broker or managing broker license.

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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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.
Topic 4	<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.

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Salesforce Certified Service Cloud Consultant Sample Questions (Q124-Q129):

NEW QUESTION # 124

Cloud Kicks (CK) wants to adopt artificial intelligence (AI) for improving case closure key performance indicators (KPIs) and product support planning within its Service organization. CK has at least 1,000 closed cases from which it can predict accurate values for fields that are empty. CK has yet to implement any Einstein AI products.

Which approach should the consultant recommend to start. AI efforts at CK?

- A. Confirm there are enough closed cases and turn on Einstein Service AI Grounding with Cases.
- B. Review and address Case data issues and set up Einstein Article Recommendations.
- C. Review and address Case data issues and set up Einstein Classification Apps.**

Answer: C

Explanation:

To start AI efforts for improving case closure KPIs and product support planning, reviewing and addressing case data quality issues is essential before setting up Einstein Classification Apps. This approach ensures the AI models are trained on clean, reliable data, enhancing the accuracy of predictions for empty fields and overall effectiveness of the AI implementation in the Service organization.

NEW QUESTION # 125

Cloud Kicks has hired a Service Cloud Consultant to build out its reports. The consultant has created a Case History report to track the history of standard and custom fields on cases and solutions where field histories are set up for tracking.

What should the consultant keep in mind when working on this report type?

- A. The Old Value and New Value fields are available for viewing only.**
- B. The Data Type and New Value fields are available for viewing only.
- C. The User and New Value fields are available for viewing only.

Answer: A

Explanation:

In a Case History report, Salesforce tracks field changes for any fields that have field history tracking enabled. For each tracked field, the Old Value and New Value are recorded, providing an audit trail of how and when data changed. These two fields - Old Value and New Value - are available for viewing only and cannot be edited or updated.

This report helps service managers analyze how cases evolve over time and identify process bottlenecks or data integrity issues. Option A is incorrect because "Data Type" is not a tracked field in history reports.

Option B is incorrect because the "User" field (who made the change) is editable in user management, not view-only within this report type.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.

Salesforce Help: "Case History Reports and Field History Tracking Behavior." Salesforce Trailhead: "Track Field History for Auditing and Reporting."

NEW QUESTION # 126

A Service Cloud Consultant is engaged to help Cloud Kicks (CK) streamline its customer service operations. CK has multiple departments with disconnected processes and limited documentation. The consultant is preparing for the project kickoff and wants to ensure the engagement begins successfully.

What should the consultant do first to ensure the success of the engagement?

- A. Begin building a prototype based on assumed best practices.
- B. **Schedule interviews with department leaders to gather current process details and pain points.**
- C. Review documentation after the solution design has been completed.

Answer: B

Explanation:

The first step in any Salesforce Service Cloud implementation is requirements gathering and stakeholder engagement. Scheduling interviews with department leaders ensures that the consultant understands the current processes, pain points, and departmental goals before solution design.

This aligns with Salesforce's Implementation Strategies best practices - to capture business requirements, validate them with stakeholders, and define measurable success criteria before configuration begins.

Option A occurs too late in the process, while Option B risks misalignment with actual business needs.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Implementation Strategies Domain.

Salesforce Project Delivery Framework - Discovery and Requirements Phase.

Salesforce Help: "Engage Stakeholders and Gather Business Requirements."

NEW QUESTION # 127

Universal Containers is initiating a program to improve customer satisfaction. As part of the program, customers must be surveyed after the case is closed to ensure the customer is satisfied and the issue has been resolved.

Which solution should a consultant recommend to meet this requirement?

- A. **Use Flow Builder to send an email to the customer.**
- B. Use auto-response rules to send an email to the customer.
- C. Use Escalation Rules to assign the case to a case queue.

Answer: A

Explanation:

To survey customers for satisfaction after case closure, utilizing Flow Builder to automate the sending of survey emails is recommended. This solution allows for the creation of a customized workflow that triggers an email survey to the customer once a case is marked as closed, ensuring timely feedback collection and aiding in the continuous improvement of customer satisfaction.

NEW QUESTION # 128

Universal Containers' leadership wants to reduce the level of effort required to get the right people involved to resolve service issues more quickly.

What should the consultant recommend to distribute cases?

- A. Predefine case teams and use assignment rules.
- B. **Create queues with support agents and use assignment rules.**
- C. Configure Web-to-Case and use assignment rules,

Answer: B

Explanation:

To efficiently distribute cases and get the right people involved for quicker resolution, creating queues that group support agents by expertise or function and utilizing assignment rules to automatically route cases to the appropriate queues is recommended. This approach streamlines case distribution, ensuring cases are handled by agents best equipped to resolve them promptly.

NEW QUESTION # 129

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