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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.
Topic 4	• 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	• Knowledge Management: This domain covers Knowledge article lifecycle, Knowledge Centered Service methodology, and configuring Salesforce Knowledge for agent support and self-service processes.
Topic 6	• Integrations: This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.
Topic 7	• Contact Center Analytics: This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.

Salesforce Certified Service Cloud Consultant Sample Questions (Q257-Q262):

NEW QUESTION # 257
Cloud Kicks wants to create a secure, branded mobile app that its Experience Cloud customers can use to create and track cases, see upcoming product announcements, and interact with other customers who have common interests.
Which mobile development option should the consultant recommend?

- A. Use Salesforce Mobile Publisher to create a common app for both Apple and Android.
- B. Create two custom mobile apps, one for Apple and the other for Android.
- C. Explain that community users can access the site through a web browser.

Answer: A

Explanation:
For creating a secure, branded mobile app for Experience Cloud customers, utilizing Salesforce Mobile Publisher is recommended. This tool allows for the creation of a unified mobile app compatible with both Apple and Android devices, providing a seamless experience for customers to engage with the brand, track cases, and interact with the community.

NEW QUESTION # 258
Cloud Kicks is implementing a focused Messaging strategy to pass priority issues to the right reps.
Which solution should a Service Cloud Consultant explore to track handle time and messaging session resolution on these specific interactions?

- A. Create a custom report type with AgentWork as the primary object and Messaging User as the secondary object.
- B. Create a custom report type with AgentWork as the primary object and Messaging Session as the secondary object.
- C. Create a custom report type with Messaging Session as the primary object and AgentWork as the secondary object.

Answer: C

Explanation:

To measure handle time and resolution metrics for Messaging sessions, Salesforce recommends reporting on Messaging Session as the primary object, since it contains session duration, resolution status, and engagement metrics. Linking AgentWork as the secondary object provides data on the agent's activity and time spent handling each session.

Option A reverses the hierarchy, which limits visibility into per-session metrics.

Option B references Messaging User, which tracks user profiles, not interaction metrics.

Referenced Salesforce Materials:

Salesforce Help: "Report on Messaging Sessions and AgentWork Data".

Service Cloud Consultant Exam Guide - Contact Center Analytics Domain (performance metrics and real-time reporting).

Salesforce Spring '24 Release Notes - Messaging and Analytics Enhancements.

NEW QUESTION # 259

Cloud Kicks has a Service Cloud implementation with several channels. Executives want quick access to agent, team, and call center key performance indicators (KPIs). Service managers need to see data about their teams as well.

How should the consultant display the data quickly?

- A. Use Einstein Analytics for Service Cloud,
- B. Create reports from Cases and display on a dashboard.
- C. Migrate the data to a data lake and request a dashboard.

Answer: A

Explanation:

For providing executives and service managers with quick access to agent, team, and call center KPIs, utilizing Einstein Analytics for Service Cloud is recommended. This solution offers advanced analytics and visualization capabilities, enabling the creation of dashboards that provide real-time insights tailored to different organizational levels, based on their data access.

NEW QUESTION # 260

The support manager at Universal Containers is getting inaccurate agent performance reports. After researching the data, the Salesforce admin has identified hundreds of cases that are closed but still owned by a queue.

Which solution should a consultant recommend?

- A. Create a case validation rule to ensure cases are owned by a user when closed.
- B. Create a case assignment rule to ensure cases are owned by a user when closed.
- C. Use Data Loader periodically to assign these cases to a default owner.

Answer: A

Explanation:

To address the issue of closed cases still owned by a queue, implementing a case validation rule is the most effective solution. This rule can enforce that cases must be transferred to an individual user's ownership before they can be marked as closed. This ensures data accuracy in reports and helps in evaluating agent performance more reliably, as cases will correctly reflect their final ownership status.

NEW QUESTION # 261

Cloud Kicks is planning to provide different levels of support to customers in order to ensure its agents are working within the confines of the service-level agreements (SLAs).

Which feature should the consultant consider?

- A. Entitlements
- B. Case Management
- C. Service Contracts

Answer: A

Explanation:

To provide different levels of support and ensure adherence to service-level agreements (SLAs), utilizing Entitlements is recommended. Entitlements define customers' rights to specific support services and SLAs, enabling Cloud Kicks to manage and enforce different support levels effectively, ensuring that agents deliver the appropriate level of service to each customer.

NEW QUESTION # 262

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