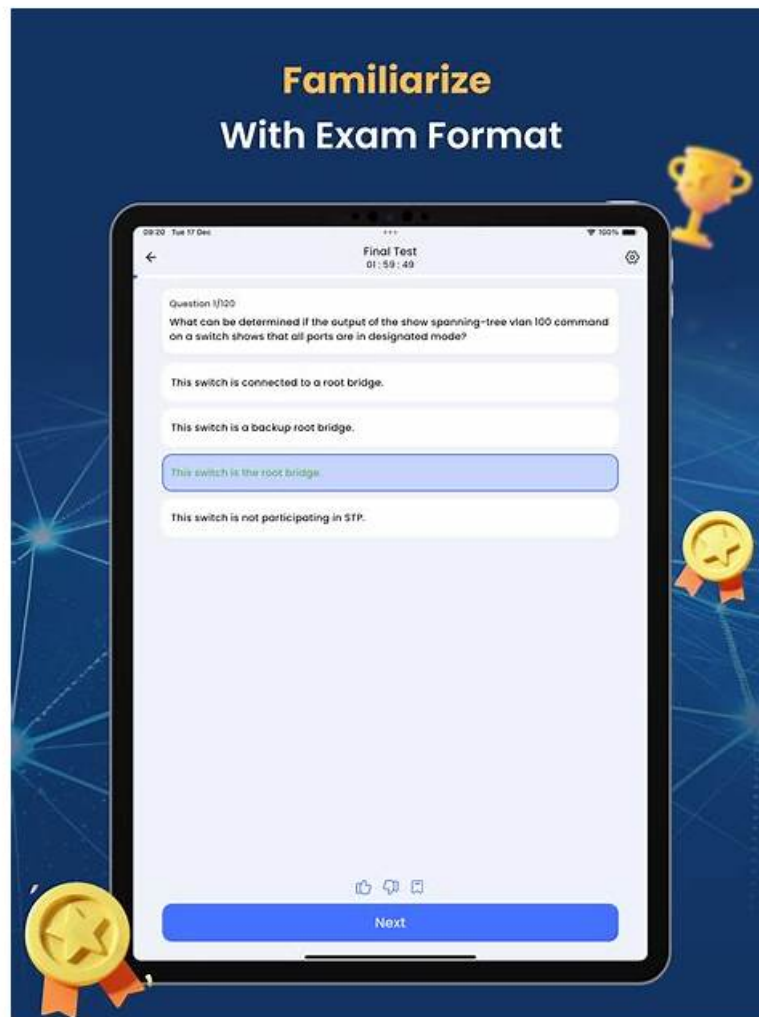# Service-Con-201 Exam Training | Service-Con-201 New Exam Bootcamp

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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	• Integrations: This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.
Topic 2	• Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.
Topic 3	• Contact Center Analytics: This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.

Topic 4	• 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 5	• Knowledge Management: This domain covers Knowledge article lifecycle, Knowledge Centered Service methodology, and configuring Salesforce Knowledge for agent support and self-service processes.

Real Salesforce Certified Service Cloud Consultant Test Questions - Service-Con-201 Actual Torrent & Salesforce Certified Service Cloud Consultant Pdf Questions

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Salesforce Certified Service Cloud Consultant Sample Questions (Q252-Q257):

NEW QUESTION # 252
Support supervisors at Cloud Kicks want to view key performance indicators (KPIs) and see graphs and data about their Service Cloud Voice contact centers.
How can they track call volume, average handle time, average speed to answer, and more metrics?

- A. Create a custom dashboard with reports on cases and service rep work.
- B. Install a Service Cloud Reports package from the AppExchange.
- C. Use the Service CRM Analytics app.

Answer: C

Explanation:
The Service CRM Analytics app (formerly Einstein Analytics for Service) provides out-of-the-box dashboards and KPIs for Service Cloud Voice, including:
Call Volume
Average Handle Time
Average Speed to Answer
Abandon Rate
First Call Resolution
This analytics app integrates directly with Service Cloud Voice data, providing supervisors and managers with deep insights and visualizations that go beyond standard report capabilities.
Option B (custom dashboards) can display case data but not real-time Voice KPIs.
Option C (AppExchange reports) may not integrate seamlessly with telephony metrics.
Referenced Salesforce Materials:
Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.
Salesforce Help: "Use Service CRM Analytics for Service Cloud Voice."
Salesforce Spring '24 Release Notes - Service CRM Analytics Enhancements for Voice.

NEW QUESTION # 253
Universal Containers (UC) hired agents in an expansion of the contact center. Getting agents up to speed and fully productive is a priority. UC implemented a standardized agent-customer dialog to assist agents.
Which feature should a consultant integrate into the Service Console?

- A. In-App Guidance

- B. Einstein Next Best Action
- C. Actions & Recommendations

Answer: B

Explanation:
To assist new agents and enhance productivity, integrating Einstein Next Best Action into the Service Console is recommended. This feature provides agents with contextually relevant suggestions and standardized dialogues based on case details, guiding agents through interactions and ensuring consistent, high-quality customer service.

NEW QUESTION # 254
Universal Containers (UC) is launching several new features to improve productivity for contact center users.
Which communication channel should UC use to announce new features to contact center users without interrupting their workflows?

- A. In-App Guidance
- B. Internal Release Webinar
- C. Email

Answer: A

Explanation:
In-App Guidance (part of Salesforce's myTrailhead and in-app learning capabilities) allows organizations to provide contextual, real-time notifications and feature walk-throughs directly within Salesforce. This method supports continuous enablement without disrupting agent workflows.
Option A (webinar) requires users to leave their work environment.
Option C (email) is asynchronous and often ignored, offering no guided experience.
Referenced Salesforce Materials:
Service Cloud Consultant Exam Guide - Implementation Strategies Domain.
Salesforce Help: "Use In-App Guidance to Drive User Adoption."
Salesforce Spring '24 Release Notes - In-App Guidance Enhancements.

NEW QUESTION # 255
Cloud Kicks (CK) uses Lightning Knowledge and has set up Data Categories. CK uses Data Category Visibility to control access based on products and geographic location. The admin plans to enable 'Use standard Salesforce sharing' in Sharing Settings under Knowledge Settings.
Which consideration should the admin be aware of when making this change?

- A. Data Categories no longer control access to articles.
- B. Data Category Visibility of All Categories provides Public Read-Only access.
- C. Data Category Visibility of Custom overrides organization-wide default sharing access.

Answer: A

Explanation:
Upon enabling 'Use standard Salesforce sharing' in Knowledge Settings, it's crucial to understand that Data Category Visibility will no longer control access to articles. Instead, standard Salesforce sharing rules and permissions will govern article access, making it important to carefully configure these settings to maintain the desired level of access control and visibility based on the organization's requirements.

NEW QUESTION # 256
Universal Containers has developed and tested several permission sets that control access to critical objects and fields within a sandbox environment. A Service Cloud Consultant wants to migrate these permission sets to production while adhering to Salesforce deployment best practices and maintaining change traceability.

- A. Manually recreate the permission sets directly in production to ensure accuracy.
- B. Deploy the permission sets using an outbound change set from sandbox to production.
- C. Use the Salesforce Metadata API via Workbench to deploy the permission sets.

Answer: B

Explanation:
The recommended Salesforce best practice for moving configuration components such as permission sets between environments is using Change Sets. This ensures traceability, version control, and alignment with Salesforce's deployment governance model.
Option A (Metadata API via Workbench) is viable for advanced use cases but not the standard, auditable process for consultants following formal deployment practices.
Option C (manual recreation) risks human error and lacks traceability.
Referenced Salesforce Materials:
Service Cloud Consultant Exam Guide - Implementation Strategies Domain.
Salesforce Help: "Deploy Permission Sets Using Change Sets."
Salesforce Deployment Best Practices Guide.

NEW QUESTION # 257

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