

# Service-Con-201 Pdf Demo Download, Service-Con-201 Exam Brindumps



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## Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• Contact Center Analytics: This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• Knowledge Management: This domain covers Knowledge article lifecycle, Knowledge Centered Service methodology, and configuring Salesforce Knowledge for agent support and self-service processes.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>• Implementation Strategies: This domain focuses on consulting engagement participation, deployment and training recommendations, and considerations for data migration, quality, governance, and large data volumes.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>• 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.</li></ul>

## Service-Con-201 Exam Braindumps | Service-Con-201 Reliable Exam Topics

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### Salesforce Certified Service Cloud Consultant Sample Questions (Q216-Q221):

#### NEW QUESTION # 216

A recent review of customer satisfaction surveys revealed that the support center does a poor job of upselling new products to customers. Customers report dissatisfaction when calling for service issues and receiving a sales pitch instead. However, customers that have been upsold new products are two times more likely to remain a customer.

What is the recommended method to ensure upselling only occurs when customers are likely to be receptive to the offer?

- A. Service Analytics Predictions
- B. Visual Remote Assistant
- C. Einstein Next Best Action

**Answer: C**

Explanation:

To ensure upselling occurs only when customers are likely to be receptive, implementing Einstein Next Best Action is recommended. This tool uses AI to suggest the most appropriate actions or offers to service agents based on customer context and interaction history, increasing the likelihood of a positive response to upselling efforts while maintaining customer satisfaction.

#### NEW QUESTION # 217

Cloud Kicks (CK) uses Service Cloud and Slack. For difficult cases, service agents want to create a swarm in Slack to pull in experts from multiple CK departments.

What should the consultant recommend to an agent who wants to launch a Slack Swarm?

- A. Quick Action
- B. Escalation rules
- C. Apex trigger

**Answer: A**

Explanation:

For agents wanting to launch a Slack Swarm for difficult cases, recommending the creation of a Quick Action in Service Cloud is suitable. This Quick Action can be configured to initiate a swarm in Slack, pulling in experts from multiple departments efficiently, enhancing collaboration and problem-solving for complex cases.

#### NEW QUESTION # 218

Cloud Kicks wants to standardize its service key performance indicators (KPIs) for response time and first case closure rates. Individual service reps, team leaders, regional directors, and the VP of service should see the same KPIs calculated using only the data the user can access.

What is the recommended running user to meet the requirements?

- A. Team leaders
- B. VP of service
- C. Dashboard viewer

**Answer: C**

Explanation:

To ensure consistent KPI definitions while respecting data visibility rules, Salesforce dashboards should use the "Dashboard Viewer" as the running user. This setting ensures that each user viewing the dashboard sees data according to their own access permissions (role hierarchy, sharing rules, etc.), but all use the same filters and calculations.

If the dashboard used the VP of service as the running user, all viewers would see organization-wide data, violating visibility requirements. Team leaders (Option C) would restrict the data too narrowly.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.

Salesforce Help: "Set the Running User for a Dashboard."

Salesforce Trailhead: "Customize Dashboard Visibility with the Dashboard Viewer Option."

### NEW QUESTION # 219

Universal Containers is using WhatsApp to provide support to customers in Service Console.

Agents would like to preview PDFs sent

by customers from the chat window.

What should a consultant recommend?

- A. Ask the customer to send the PDF via email.
- B. Download the PDFs from the chat.
- C. Use File Preview in the chat.

**Answer: C**

Explanation:

For agents who wish to preview PDFs sent by customers via WhatsApp in the Service Console, using File Preview functionality within the chat interface is recommended. This feature allows agents to view PDF attachments directly within the chat window, improving efficiency by eliminating the need to download files for review.

### NEW QUESTION # 220

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. Actions & Recommendations
- C. Einstein Next Best Action

**Answer: C**

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 # 221

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For most users, access to the relevant qualifying examinations may be the first, so many of the course content related to qualifying examinations are complex and arcane. According to these ignorant beginners, the Service-Con-201 exam questions set up a series of basic course, by easy to read, with corresponding examples to explain at the same time, the Salesforce Certified Service Cloud Consultant study question let the user to be able to find in real life and corresponds to the actual use of learned knowledge, deepened the understanding of the users and memory. Simple text messages, deserve to go up colorful stories and pictures beauty, make the Service-Con-201 Test Guide better meet the zero basis for beginners, let them in the relaxed happy atmosphere to learn more useful knowledge, more good combined with practical, so as to achieve the state of unity.

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