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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	• Contact Center Analytics: This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.
Topic 3	• Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.
Topic 4	• 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 5	• 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 6	• Knowledge Management: This domain covers Knowledge article lifecycle, Knowledge Centered Service methodology, and configuring Salesforce Knowledge for agent support and self-service processes.
Topic 7	• 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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Salesforce Certified Service Cloud Consultant Sample Questions (Q289-Q294):

NEW QUESTION # 289
Universal Containers wants to provide its resellers a secure portal where they can share their customer accounts, submit and track the status of their cases, and view reports and dashboards.
Which solution should a consultant recommend?

- A. Employee Community
- B. Partner Experience site
- C. Customer Experience site

Answer: B

Explanation:
For providing resellers with a secure portal to share customer accounts, submit and track cases, and view reports, implementing a Partner Experience site is recommended. This solution offers a collaborative platform tailored for partners, enhancing communication, case management, and access to vital information, strengthening the partnership ecosystem.

NEW QUESTION # 290
Universal Containers' support team requires its customers to submit their support inquiries via free form email (Outlook, Gmail, Yahoo, etc.).
Additional requirements are listed below:
* Support attachments up to 25 MB per inquiry
* Under 2,500 inquiries per day
Which configuration solution should a consultant recommend to meet these requirements?

- A. Email-to-Case
- B. Heroku Connect
- C. On-Demand Email-to-Case

Answer: C

Explanation:
For supporting attachments up to 25 MB and handling under 2,500 inquiries per day via free-form email, On-Demand Email-to-Case is the recommended solution. On-Demand Email-to-Case processes emails and attachments without requiring an email server, and is suitable for the specified volume and attachment size requirements, ensuring efficient case creation from customer emails.

NEW QUESTION # 291
Universal Containers (UC) is coaching new service agents to improve their productivity and service quality. The agents must understand how to intake a case, mark the required fields for product issues, how to wrap up a case, and how to escalate a case. Which solution should the consultant advise that service supervisors use to meet these requirements?

- A. Place a flow in a Flow component on the case record. Add a custom field to the flow for tracking progress. Create a custom report type for providing the metric.
- B. Set up steps with flows in an Actions & Recommendations deployment. Add the component to the service agent record page. Use Action History to spot check adherence.

- C. Create an Omni-Flow for routing. Use a Screen Pop that serves a flow and the interaction record for the service agent. Report on the Average Handle Time and CSAT.

Answer: B

Explanation:
Comprehensive and Detailed
Actions & Recommendationsin Salesforce allows for the creation of guided processes for agents, ensuring consistency and adherence to best practices. By setting up steps with flows in an Actions & Recommendations deployment, supervisors can provide structured guidance to agents on case intake, field completion, case wrap-up, and escalation procedures. The Action History feature enables supervisors to monitor adherence to these processes.
From Salesforce Help:
"Use the Actions & Recommendations component to walk users through multiple-step procedures, ensuring consistency and adherence to best practices."
-Use the List in the Actions & Recommendations Component
This approach provides a scalable and trackable method for training and guiding new service agents.

NEW QUESTION # 292
Universal Containers (UC) has a service-level agreement (SLA) with customers that requires an agent to take ownership of and respond to incoming cases within 2 hours of case creation.
Which best practice will help UC meet its SLA?

- A. Escalation Rules
- B. Auto-Response Rules
- C. Entitlements and Milestones

Answer: C

Explanation:
To ensure compliance with a service-level agreement (SLA) that mandates agent ownership and response within 2 hours of case creation, Universal Containers should implementEntitlements and Milestones.
Entitlementsrepresent the specific support terms agreed upon with customers. They define what kind of support a customer is entitled to and under what conditions.
Milestonesare time-dependent steps within an entitlement process that represent service levels to be provided. For instance, a milestone can be set to ensure that an agent responds to a case within 2 hours.
By configuring entitlements and associated milestones, UC can:
Monitor SLA Compliance:Automatically track whether cases meet the defined response times.
Automate Actions:Trigger alerts or escalate cases when milestones are at risk of being violated.
Report on Performance:Generate reports to analyze SLA adherence and identify areas for improvement.
This setup ensures that UC meets its SLA commitments by providing timely responses to customer cases.
Reference:
https://help.salesforce.com/s/articleView?id=sf.entitlements_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.entitlements_milestones.htm&type=5

NEW QUESTION # 293
Universal Containers (UC) is in the process of setting up Experience Cloud. UC needs to give customers access to their agreed upon response times via the portal.
Which solution should a consultant recommend?

- A. Service Contracts
- B. Maintenance Plans
- C. Milestones

Answer: A

Explanation:
To provide customers with access to their agreed-upon response times via the portal, configuring Service Contracts in Experience Cloud is advisable. Service Contracts can detail the specific service levels agreed upon, and making this information accessible through the portal ensures transparency and sets clear expectations for service delivery.

NEW QUESTION # 294

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