

Service-Con-201 Dumps Reviews & Latest Service-Con-201 Dumps Ppt



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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Knowledge Management: This domain covers Knowledge article lifecycle, Knowledge Centered Service methodology, and configuring Salesforce Knowledge for agent support and self-service processes.
Topic 2	<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.
Topic 3	<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 4	<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.

Salesforce Service-Con-201 Exam Questions Are Out - Download And Prepare [2026]

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Salesforce Certified Service Cloud Consultant Sample Questions (Q226-Q231):

NEW QUESTION # 226

Universal Containers (UC) has deployed a call center using open CTI. Call center agents are organized into four groups reflecting UC's four different product lines. Each group's manager would like a report on their agents' daily call volume, including related case and contact information.

How should the consultant recommend the report be created?

- A. Customize the My Team's Calls This Week standard report.
- **B. Create a Custom Report type with Activities as the primary object.**
- C. Build a report on Products with Activities grouped by owner.

Answer: B

Explanation:

For reporting on daily call volume including related case and contact information for different agent groups, creating a Custom Report Type with Activities as the primary object is advised. This allows for the inclusion of case and contact details in the report, providing a comprehensive view of each agent's call activity and related case interactions.

NEW QUESTION # 227

After migrating to Lightning Experience, users are complaining that they are unable to create a Knowledge article when closing a case.

How should the consultant resolve this issue?

- A. Inform users that the only way to create articles is from the Knowledge component.
- B. Enable Read/Write/Create permissions for Knowledge articles.
- **C. Add the Manage Salesforce Knowledge permission to the user's profile.**

Answer: C

Explanation:

To resolve the issue of users being unable to create Knowledge articles when closing a case after migrating to Lightning Experience, adding the 'Manage Salesforce Knowledge' permission to the user's profile is necessary. This permission enables users to create, edit, and publish Knowledge articles, ensuring that they can contribute to the Knowledge base directly from case records, enhancing the support process.

NEW QUESTION # 228

Universal Containers (UC) is implementing Service Cloud within its North America call center to validate key use cases, system capabilities, and integration patterns. The UC leadership team is concerned that the upcoming Salesforce Release schedule may impact the implementation project's development efforts.

What should a Service Cloud Consultant recommend that UC's Salesforce Admin do in this scenario?

- A. Disable updates to the sandbox so the team can continue using the solution without the updates from the release.
- B. Postpone the release to the production org so the team can finish the project before the release is deployed.
- **C. Conduct testing in a preview sandbox so the team can adjust features that will be affected by the release.**

Answer: C

Explanation:

The best practice during Salesforce's triannual release cycle is to use a preview sandbox to test upcoming release features and identify any impact on in-progress implementations. This ensures:

Early identification of compatibility issues,

Validation of integrations and customizations, and

Smother deployment after general availability.

Option A is not possible-Salesforce-managed releases cannot be postponed.

Option B is also not possible-sandbox updates follow Salesforce's automatic release schedule.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Implementation Strategies Domain.

Salesforce Help: "Use Preview Sandboxes to Test New Release Features."

Salesforce Release Management Guide - Sandbox Testing Strategy.

NEW QUESTION # 229

Universal Containers wants to reduce the clicks a customer support agent uses when working on a case. This includes the time it takes to create, resolve, and close the case.

Which Salesforce productivity feature should a consultant use to accomplish this requirement?

- **A. Macros**
- B. Flow
- C. Quick action

Answer: A

Explanation:

Macros in Salesforce allow users to automate repetitive tasks with a single click, such as creating, updating, and closing cases.

Implementing macros can significantly reduce the number of clicks and time customer support agents spend on routine case management tasks, enhancing productivity and allowing them to focus more on resolving customer issues.

NEW QUESTION # 230

Cloud Kicks provides support for their customers 24 hours a day. The Service Managers at Cloud Kicks would like to have a report that shows the average number of days cases stay open. The Service Cloud Consultant has created a report using the standard Age field, but this is not correctly showing the age for open cases.

What should the consultant do to resolve this?

- A. Create a report snapshot of number of open cases per day.
- B. Create a custom formula field to calculate the case age.
- **C. Enable Business Hours Age in Setup and add the field to the report.**

Answer: C

Explanation:

The standard Case Age field calculates the difference between the case creation date and the current date in calendar days. This does not accurately reflect working hours, especially for 24/7 or business-hours-based support operations.

Salesforce provides a Business Hours Age feature that calculates case duration based on defined business hours, taking into account working time, holidays, and time zones. Enabling Business Hours Age ensures that reports show a true representation of how long cases remain open under the organization's operational hours.

