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## Service-Con-201 PDF Guide & New Service-Con-201 Exam Questions

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

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• <b>Case Management:</b> 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>
Topic 2	<ul style="list-style-type: none"><li>• <b>Intake and Interaction Channels:</b> This domain addresses designing intake channels, recommending interaction channels, understanding configuration best practices, and implementing AI agents and agentic service capabilities.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• <b>Implementation Strategies:</b> 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 4	<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 5	<ul style="list-style-type: none"> <li>• Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.</li> </ul>
Topic 6	<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 7	<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>

## Salesforce Certified Service Cloud Consultant Sample Questions (Q249-Q254):

### NEW QUESTION # 249

A consultant has been asked to advise Cloud Kicks (CK) on how to manage 5 years of case data so it is available to customers upon request.

Which feature will help CK users archive and access the case information from an External Object?

- A. Salesforce Big Object
- B. Salesforce Case History Object
- C. Salesforce connect

**Answer: C**

Explanation:

Salesforce Big Objects are purpose-built to handle large volumes of data-ideal for archiving long-term historical records such as 5 years of case data. They store data natively within Salesforce while minimizing impact on standard object storage limits.

Big Objects support custom definitions and can be queried using Async SOQL for efficient data retrieval. This is well-suited for scenarios where data is infrequently accessed but must remain available for auditing or customer service inquiries. Unlike Salesforce Connect, which displays external data, Big Objects retain the data within Salesforce, which is key for compliance and availability needs.

### NEW QUESTION # 250

Cloud Kicks (CK) wants to provide its authenticated customers with a top-tier support experience. CK Ants to allow asynchronous conversations, conversations across devices, and Estimated Wait Time transparency. CK currently uses an external website to deliver its chat support offering.

What should a consultant recommend to provide these newer capabilities?

- A. Messaging for Web
- B. Einstein Bots
- C. AppExchange package

**Answer: A**

Explanation:

To provide top-tier support features such as asynchronous conversations, cross-device support, and Estimated Wait Time transparency, Messaging for Web is recommended. This feature enhances the chat support experience on external websites, offering modern communication capabilities that meet customer expectations for flexible and informed support interactions.

### NEW QUESTION # 251

Universal Containers (UC) is launching an implementation of Service Cloud. The project is missing the requirement for a suitable analytics solution to allow executives and service managers to view the current and trending key performance indicators (KPIs).

Which recommendation should the Service Cloud Consultant make to help with this requirement?

- A. Recommend that UC invest in Tableau Next to use service-related intelligent apps or accelerators.
- B. Migrate UC's legacy service analytics by building a new set of custom report types.
- C. Use Preconfigured Service Cloud Dashboards from AppExchange.

**Answer: C**

Explanation:

Preconfigured Service Cloud Dashboards available on AppExchange provide out-of-the-box KPI tracking for service operations—such as case volume, resolution times, SLA compliance, and agent productivity. These dashboards are optimized for Salesforce data and can be customized to fit organizational goals.

Option A (custom report types) is time-consuming and not necessary for standard KPIs.

Option B (Tableau) offers advanced analytics but is not required for standard Service Cloud reporting.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.

Salesforce AppExchange Listing: "Service & Support Dashboards."

Salesforce Help: "Use Prebuilt Dashboards for Service Insights."

### NEW QUESTION # 252

The Universal Containers product development team uses Service Cloud. UC has recently added its billing support team to its existing Service Cloud implementation. Upon reviewing the billing and product team's case lifecycles, the following statuses were documented:

\* Billing support team: New, Under Review, In Progress, Blocked, Closed

\* Product development team: New, Under Review, In Progress, Closed

How should a consultant configure Service Cloud to provide each team with the correct case lifecycle?

- A. Create a Path widget to visualize each team's lifecycle.
- B. Use Support Processes for each team's lifecycle.
- C. Use dynamic forms to hide unnecessary options for each team's lifecycle.

**Answer: B**

Explanation:

Support Processes in Salesforce are specifically designed to manage variations in the Case Status field based on business needs.

They allow each team to work with a status picklist tailored to their specific lifecycle.

For Universal Containers:

The billing support team's Support Process would include: New, Under Review, In Progress, Blocked, Closed.

The product development team's Support Process would include: New, Under Review, In Progress, Closed.

These Support Processes are tied to different Record Types. Each team is assigned the appropriate Record Type, ensuring that only the relevant statuses are shown to the respective users. This approach maintains clarity, reduces error, and aligns workflows with operational requirements.

Reference:

[https://help.salesforce.com/s/articleView?id=sf.fsc\\_flows\\_admin\\_create\\_support\\_process.htm&language=en\\_US&type=5](https://help.salesforce.com/s/articleView?id=sf.fsc_flows_admin_create_support_process.htm&language=en_US&type=5)

<https://trailhead.salesforce.com/content/learn/projects/set-up-case-escalation-entitlements/create-support-processes-cases>

### NEW QUESTION # 253

Cloud Kicks uses the Service Console and work items to route cases to available service reps. The service reps need a way to see work they have accepted and incoming items.

Which feature should the Service Cloud Consultant recommend?

- A. Actions & Recommendations component
- B. Omni-Channel Utility widget
- C. Personalized navigation menu

**Answer: B**

Explanation:

The Omni-Channel Utility widget (available in the Service Console footer) allows agents to manage incoming and accepted work items in real time. It displays:

Active and queued work,

Presence status,  
Work capacity, and  
Incoming routing notifications.

This feature is specifically designed for agents using Omni-Channel routing and ensures visibility into all work items without switching tabs.

Option A (Personalized navigation menu) provides quick access to console tabs but not work management.

Option B (Actions & Recommendations component) supports guided workflows and Einstein Next Best Action, not Omni-Channel work tracking.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Use the Omni-Channel Utility to Manage Work."

Salesforce Trailhead: "Manage Work in Omni-Channel for Service Reps."

## NEW QUESTION # 254

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