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1. A customer wants to limit the number of emails a subscriber receives to a maximum of one email

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

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</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>Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.</li></ul>
Topic 4	<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 5	<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>

## Salesforce Certified Service Cloud Consultant Sample Questions (Q181-Q186):

### NEW QUESTION # 181

Cloud Kicks uses Einstein Next Best Action to help service reps when working on a customer case. Multiple service reps work on the same case.

What should a consultant configure to show service reps when items were started, paused, resumed, and completed?

- A. Actions & Recommendations component
- B. Case History related list
- C. Activity analytics tab

### Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

The Actions & Recommendations component is designed to work with Einstein Next Best Action to guide service reps through suggested steps and monitor their status in real-time. This includes tracking when an action is:

Started

Paused

Resumed

Completed

This component maintains state awareness and ensures continuity across agents in collaborative environments. It provides a user-friendly visual history that supports consistent service experiences and simplifies handoffs between reps.

### NEW QUESTION # 182

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 # 183

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

#### Answer: B

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 implement Entitlements and Milestones.

Entitlements represent the specific support terms agreed upon with customers. They define what kind of support a customer is entitled to and under what conditions.

Milestones are 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_overview.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.entitlements\\_milestones.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.entitlements_milestones.htm&type=5)

### NEW QUESTION # 184

Which feature should a consultant recommend to prompt a Tier 2 service representative to take over case processing from Tier 1 and know how far Tier 1 had progressed in troubleshooting?

- A. Einstein Next Best Action
- B. **Path for Cases**
- C. Escalation Rules

#### Answer: B

Explanation:

To assist a Tier 2 service representative in taking over case processing from Tier 1 and understanding the troubleshooting progress, "Path for Cases" is recommended. Path visually guides agents through the different stages of a case, providing them with the necessary context and guidance at each step. This feature helps in streamlining the handover process and ensures that Tier 2 representatives are immediately aware of the actions taken by Tier 1, enhancing efficiency and case resolution times.

### NEW QUESTION # 185

Cloud Kicks (CK) uses Lightning Dialer and one-click calling to initiate phone calls to customers. CK has recently received complaints from customers who have set their communication preferences to email only or text only.

What is the most efficient solution the consultant should use to meet the requirements?

- A. Remove the phone number from the page layout.
- B. Use Dynamic Forms to hide the phone number.
- C. **Set the Contact Do Not Call field value to True.**

#### Answer: C

### Explanation:

To address customer complaints about receiving calls despite preferences for email or text communication, setting the 'Do Not Call' field value to True on Contact records is the most efficient solution. This ensures that Lightning Dialer respects communication preferences, preventing calls to customers who have opted out, thereby enhancing customer satisfaction and adherence to communication preferences.

## NEW QUESTION # 186

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