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**>> Exam Salesforce Service-Con-201 Lab Questions <<**

## 2026 Salesforce Accurate Service-Con-201: Exam Salesforce Certified Service Cloud Consultant Lab Questions

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### Salesforce Certified Service Cloud Consultant Sample Questions (Q212-Q217):

#### NEW QUESTION # 212

A service agent is in a messaging session with a customer. The customer abruptly stops responding after 30 minutes. What should the agent do next?

- A. End the messaging session with the customer.
- B. Mark the messaging session as customer Inactive.
- C. Leave the messaging session with the customer open.

**Answer: A**

Explanation:

In situations where a customer stops responding during a messaging session, it's practical for service agents to end the session after an appropriate wait time. This action helps in managing agent workload efficiently and ensures that resources are allocated to active engagements. Ending the session also allows for proper session management and reporting, contributing to accurate metrics on customer interactions.

### NEW QUESTION # 213

A large appliance company wants to reduce case volume by handling common customer inquiries such as order tracking, appointment rescheduling, and basic troubleshooting through an AI solution. The company requires the solution to:

- \* Automatically retrieve real-time order and appointment data via custom APIs.
- \* Offer dynamic reasoning to handle varied and complex phrasing from customers.
- \* Be fully extensible with memory and decision-making capabilities during multi-turn conversations.

- A. Agentforce Employee Agent
- B. **Agentforce Service Agent**
- C. Einstein Bot

#### Answer: B

Explanation:

Agentforce Service Agent is Salesforce's generative AI-powered conversational agent designed to handle multi-turn, dynamic conversations. It can integrate with custom APIs, maintain memory across interactions, and execute custom actions for complex service tasks like order tracking and appointment management.

Option A (Einstein Bot) handles structured, predefined flows but lacks dynamic reasoning and memory.

Option B (Employee Agent) is designed for internal employee support, not customer-facing interactions.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Agentforce Service Agent: Generative AI Capabilities.

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Use Agentforce Service Agent for Complex Customer Conversations."

### NEW QUESTION # 214

Cloud Kicks has recently started using Entitlements within its support process. Service agents are selecting entitlements with similar names that are incorrectly associated with the account assigned on the case.

What should a consultant recommend to meet the requirements and help service agents?

- A. **Enable lookup filters.**
- B. Set OWD sharing to Private.
- C. Configure a Quick Action.

#### Answer: A

Explanation:

Lookup filters can be used to restrict the Entitlements that service agents can select based on specific criteria, such as the account associated with the case. By enabling lookup filters, Cloud Kicks can ensure that agents are only presented with relevant entitlements, reducing the risk of selecting incorrect entitlements and improving the support process's efficiency.

### NEW QUESTION # 215

Universal Containers (UC) recently expanded sales to Mexico and Canada. UC wants OmniChannel to route cases to agents who speak the customer's preferred language and have the right knowledge to solve the issue.

Which solution should a consultant recommend to meet the requirements?

- A. Configure Omni-Channel Queue-Based Routing
- B. Configure Case Assignment rule and Omni-Channel Supervisor.
- C. **Configure Omni-Channel Skills-based Routing.**

#### Answer: C

Explanation:

To meet the requirement of routing cases based on language proficiency and knowledge area, Omni-Channel Skills-based Routing is the best solution. Skills-based routing allows cases to be directed to agents who possess the specific skills required to handle the case, such as language fluency and product expertise, ensuring efficient and effective case resolution.

## NEW QUESTION # 216

Universal Containers wants to implement a new Experience Cloud site to support its customers. It has provided the following requirements:

- \* Ability for visitors to search Knowledge articles without registering or logging in
- \* Ability for over 1 million registered customers to securely submit cases and view the status of those cases
- \* Ability for registered customers to save favorite Knowledge articles for easy access later

- A. Implement a Customer Account Portal experience.
- B. Implement a Microsite (LWR) experience.
- C. Implement a Help Center experience.

**Answer: A**

Explanation:

A Customer Account Portal experience (Customer Service template) is the recommended approach when an organization needs to: Support authenticated users (registered customers) who can create, view, and manage cases securely.

Handle large-scale user volumes (millions of customers).

Provide personalized functionality, such as saving favorite articles and accessing case history.

Allow public (unauthenticated) access to search Knowledge articles.

Option B (Help Center) supports anonymous article browsing but lacks robust authenticated features like case management or personalization.

Option C (Microsite LWR) is designed for lightweight, static content and marketing use cases, not authenticated service portals.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Service Cloud Solution Design Domain.

Salesforce Help: "Customer Account Portal Overview and Configuration."

Salesforce Experience Cloud Implementation Guide - Selecting the Right Template.

## NEW QUESTION # 217

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