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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> • Integrations: This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.
Topic 2	<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.
Topic 3	<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 4	<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 5	<ul style="list-style-type: none"> • Contact Center Analytics: This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.

Salesforce Certified Service Cloud Consultant Sample Questions (Q33-Q38):

NEW QUESTION # 33

In the build phase of a Service Cloud implementation for Universal Containers, which activity should a consultant prioritize to ensure the system aligns with the client's business processes and requirements?

- A. Migrate data to the sandbox environment and verify successful migration.
- B. Develop training materials after configuring the application to prepare for user adoption.
- C. **Configure, develop, and test the application in a sandbox environment.**

Answer: C

Explanation:

In the build phase of a Service Cloud implementation, prioritizing the configuration, development, and testing of the application in a sandbox environment is crucial. This ensures that the system is aligned with the client's business processes and requirements before deployment, facilitating a smooth transition and successful implementation.

NEW QUESTION # 34

Cloud Kicks has a robust Service Cloud implementation for its customer service team. The software engineering team would like to track their projects within Salesforce.

Which solution should the consultant recommend?

- A. Enable Feed Tracking.
- B. Create a new Case record type.
- C. **Install an AppExchange app.**

Answer: C

Explanation:

For the software engineering team at Cloud Kicks to track projects within Salesforce, an AppExchange app dedicated to project management would be the most suitable solution. These apps are designed to handle project tracking functionalities, including task assignments, progress tracking, and collaboration features, tailored to project management needs. This approach allows for a

specialized tool that integrates with Salesforce, providing a seamless experience for the engineering team without repurposing or overextending the functionality of Service Cloud case management.

NEW QUESTION # 35

A consultant is working on a Service Cloud implementation with a fixed budget and timeline. Additional requirements were discovered early on that will result in the project exceeding timeline and budget constraints.

What is the first step the consultant should take to address the issue?

- A. Send a change order to the client to account for the additional budget requirements.
- **B. Document the gap in requirements and discuss the schedule and budget impact with the project team.**
- C. Incorporate the additional requirements into the project scope and continue with the original project schedule.

Answer: B

Explanation:

Comprehensive and Detailed

When additional requirements are identified that may impact the project's scope, timeline, or budget, the first step is to document these gaps and discuss their implications with the project team. This collaborative approach ensures that all stakeholders are aware of the potential impacts and can make informed decisions on how to proceed.

From Salesforce's best practices:

"When additional requirements are discovered that will result in the project exceeding timeline and budget constraints, the first step is to document the gap in requirements and discuss the schedule and budget impact with the project team."

-Salesforce Trailblazer Community

This approach allows for a transparent assessment and facilitates the development of a plan to address the new requirements, which may include reprioritizing tasks, adjusting timelines, or negotiating additional resources.

NEW QUESTION # 36

Universal Support is implementing Service Cloud to replace its legacy ticketing system. The support team is geographically dispersed and consists of customer support users with varying levels of technical expertise. They are introducing Case Management, Knowledge, and Omni-Channel routing. The Support Manager aims to ensure the rollout proceeds smoothly and that users adopt the new system quickly and efficiently.

How can the Support Manager meet these requirements?

- A. Provide sandbox access to all support reps two weeks before launch and encourage peer-to-peer learning without formal training.
- **B. Schedule instructor-led training sessions, include role-based scenarios, and implement a phased rollout starting with a pilot group.**
- C. Launch a full company-wide rollout with a short video tutorial and allow support reps to explore the system independently.

Answer: B

Explanation:

According to Salesforce Implementation Best Practices, for complex Service Cloud rollouts (including Case, Knowledge, and Omni-Channel), the optimal approach is to:

Conduct role-based, hands-on training focused on real-life scenarios.

Use a phased rollout strategy, starting with a pilot group to collect feedback and refine processes before full deployment.

This minimizes disruption, builds confidence, and supports adoption across varying skill levels.

Option B and C lack structure, training depth, and change management alignment.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Implementation Strategies Domain.

Salesforce Help: "Plan User Enablement and Phased Rollouts."

Salesforce Project Delivery Framework - Adoption and Training Best Practices.

NEW QUESTION # 37

The service team members at Cloud Kicks (CK) are struggling to collaborate with each other on Cases. CK also uses Slack internally.

What should the consultant recommend?

- A. Create a case team workspace in Slack.
- B. Configure a case notification Slackbot.
- C. Enable and configure Swarming in Slack.

Answer: A

Explanation:

Creating a dedicated workspace in Slack for case teams enables real-time collaboration and communication among Cloud Kicks service team members. This approach leverages the existing internal use of Slack, providing a familiar platform for team members to discuss cases, share updates, and collaborate effectively.

NEW QUESTION # 38

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