Overcome Fear of Exam with Salesforce Service-Con-201 Exam Dumps

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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	• Implementation Strategies: This domain focuses on consulting engagement participation, deployment and training recommendations, and considerations for data migration, quality, governance, and large data volumes.
Topic 2	• Integrations: This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.
Topic 3	• 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	• 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	• 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 6	• 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.

Knowledge Service-Con-201 Points - Exam Service-Con-201 Actual Tests

One of the main unique qualities of the ExamsTorrent Salesforce Exam Questions is its ease of use. Our practice exam simulators are user and beginner friendly. You can use Salesforce Certified Service Cloud Consultant (Service-Con-201) PDF dumps and Web-based software without installation. Salesforce Certified Service Cloud Consultant (Service-Con-201) PDF questions work on all the devices like smartphones, Macs, tablets, Windows, etc. We know that it is hard to stay and study for the Salesforce Certified Service Cloud Consultant (Service-Con-201) exam dumps in one place for a long time.

Salesforce Certified Service Cloud Consultant Sample Questions (Q31-Q36):

NEW QUESTION # 31
Universal Containers (UC) has Excel files of customer data maintained by its service reps. All of the service reps have worked with the same customer contacts. UC wants to ensure that its Salesforce instance has clean data.
Which best practice should a consultant recommend?

- A. Deduplicate the data before importing into Salesforce.
- B. Import the records and use Duplicate Management.
- C. Import the records and create a Flow to change the data type.

Answer: A

Explanation:
The best practice to ensure clean data in Salesforce when importing customer data from Excel files is to deduplicate the data before the import process. This involves identifying and merging duplicate records, ensuring that only unique and accurate data is imported into Salesforce. This proactive step prevents data quality issues and maintains the integrity of the Salesforce database.

NEW QUESTION # 32
Cloud Kicks has a Service Cloud implementation with several channels. Executives want quick access to agent, team, and call center key performance indicators (KPIs). Service managers need to see data about their teams as well.
How should the consultant display the data quickly?

- A. Use Einstein Analytics for Service Cloud,
- B. Migrate the data to a data lake and request a dashboard.
- C. Create reports from Cases and display on a dashboard.

Answer: A

Explanation:
For providing executives and service managers with quick access to agent, team, and call center KPIs, utilizing Einstein Analytics for Service Cloud is recommended. This solution offers advanced analytics and visualization capabilities, enabling the creation of dashboards that provide real-time insights tailored to different organizational levels, based on their data access.

NEW QUESTION # 33
A manager would like information on which Knowledge articles are used most often by call center agents.
Which report should a consultant use to identify the Knowledge articles that are used most often?

- A. Knowledge articles with the most revisions
- B. Number of Knowledge articles attached to Cases

- C. Knowledge articles with the highest ratings

Answer: B

Explanation:
To identify which Knowledge articles are used most often by call center agents, creating a report that tracks the number of Knowledge articles attached to cases is recommended. This provides insights into which articles are most frequently utilized in case resolutions, informing content optimization and training efforts.

NEW QUESTION # 34

Support is divided by product line at Universal Containers. Each product line has its own support reps, queue, articles, and record types. Support reps only work within their product line. To help standardize communications with customers, the support administrator would like to implement quick texts. Quick texts are unique to each product line.
How should the administrator ensure support reps only have access to quick texts for their specific product line?

- A. Create a folder for each product line and share them with public groups.
- B. Add a permission set for Read access to the appropriate product line.
- C. Set the organization-wide default to Private and create sharing rules to share them with roles.

Answer: A

Explanation:
By creating a separate folder for quick texts for each product line and sharing these folders with respective public groups associated with each product line's support reps, Universal Containers can ensure that support reps have access only to the quick texts relevant to their product line. This approach maintains organized access control and supports standardization while catering to the unique needs of each product line.

NEW QUESTION # 35

Service agents at Cloud Kicks frequently encounter duplicate cases from the same customers in different channels.
Management would like to provide a method for service agents to handle duplicates and delete one of the cases.
Which action should a consultant recommend?

- A. Enable Case Merge.
- B. Set up duplicate rules on Case.
- C. Create an autolaunched Flow,

Answer: A

Explanation:
To address the issue of duplicate cases from the same customers in different channels, enabling the Case Merge feature is recommended. This allows service agents to easily identify and merge duplicate cases, ensuring a consolidated view of customer issues and preventing redundant work.

NEW QUESTION # 36

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Guide

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