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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none"> 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 3	<ul style="list-style-type: none"> 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 4	<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.
Topic 5	<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 6	<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.

Salesforce Certified Service Cloud Consultant Sample Questions (Q277-Q282):

NEW QUESTION # 277

Cloud Kicks provides support to customers in email, social, and chat channels. Managers want to find a way to improve service agent efficiency.

A recent study found agents spend a lot of time searching for articles, manually copying text from the article, and pasting it into responses.

What should a consultant recommend as a solution?

- A. Configure Lightning Knowledge component and related list actions.
- B. Configure Lightning Knowledge component to auto attach article PDF.
- C. Set up quick text options in the utility bar to add article links.

Answer: A

Explanation:

To improve agent efficiency in finding and using articles, configuring the Lightning Knowledge component and related list actions is advisable. This setup allows agents to easily search for, preview, and insert links to relevant Knowledge articles directly into their responses without leaving their workspace. This streamlined approach reduces the time spent on manual copying and pasting, enhancing productivity and ensuring consistent use of approved content.

NEW QUESTION # 278

The contact center at Universal Containers wants to reduce case volume and resolution time within Service Cloud.

Which solution should a Service Cloud Consultant recommend?

- A. Embed the Agentforce Service Agent in the Service Console.
- B. Use the Article Auto-Response flow.
- **C. Implement a Knowledge base for customers and internal users.**

Answer: C

Explanation:

A Salesforce Knowledge base allows both customers (via self-service portals) and agents (via the Service Console) to quickly find verified answers, reducing the number of incoming cases and improving resolution time.

The Knowledge Management domain in the Service Cloud Consultant Guide highlights Salesforce Knowledge as a key tool to promote self-service and improve first-contact resolution.

Option A (Article Auto-Response) does not exist as a standard feature.

Option B (Agentforce Service Agent) enhances AI-driven responses but does not inherently reduce case volume through self-service knowledge reuse.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Knowledge Management Domain.

Salesforce Help: "Set Up Salesforce Knowledge for Internal and External Users".

Salesforce Winter '23 Release Notes - Knowledge Enhancements.

NEW QUESTION # 279

Cloud Kicks (CK) wants to adopt artificial intelligence (AI) for improving case closure key performance indicators (KPIs) and product support planning within its Service organization. CK has at least 1,000 closed cases from which it can predict accurate values for fields that are empty. CK has yet to implement any Einstein AI products.

Which approach should the consultant recommend to start AI efforts at CK?

- A. Confirm there are enough closed cases and turn on Einstein Service AI Grounding with Cases.
- B. Review and address Case data issues and set up Einstein Article Recommendations.
- **C. Review and address Case data issues and set up Einstein Classification Apps.**

Answer: C

Explanation:

To start AI efforts for improving case closure KPIs and product support planning, reviewing and addressing case data quality issues is essential before setting up Einstein Classification Apps. This approach ensures the AI models are trained on clean, reliable data, enhancing the accuracy of predictions for empty fields and overall effectiveness of the AI implementation in the Service organization.

NEW QUESTION # 280

Universal Containers (UC) is ramping up its Knowledge program. UC has a robust analytics team that would like to report on trends in Knowledge Searching, User Activity, and Data Category Usage.

Which reporting solution should a consultant recommend?

- **A. Knowledge Base Reports and Dashboard Package Installation**
- B. Custom Report Types with Reports and Dashboards
- C. Knowledge Dashboard Pack for CRM Analytics Installation

Answer: A

Explanation:

For Universal Containers to report on trends in Knowledge Searching, User Activity, and Data Category Usage, installing the Knowledge Base Reports and Dashboard package is recommended. This package provides pre-built reports and dashboards specifically designed for analyzing Knowledge usage and performance, enabling UC's analytics team to gain insights into Knowledge program effectiveness.

NEW QUESTION # 281

Universal Containers (UC) has regional contact centers around the world. UC has implemented Service Cloud with the organization wide default for Cases set to Private. The UC role hierarchy is set up by region. Support managers want to see support metrics for their region by default. UC needs a scalable solution.

Which strategy should a consultant recommend?

- A. Create a dashboard using Reporting Snapshots.
- B. Create a dashboard for each support manager.
- **C. Create a Dynamic Dashboard.**

Answer: C

Explanation:

For a scalable solution that allows support managers to see regional support metrics by default, creating a Dynamic Dashboard is advisable. Dynamic Dashboards display data according to the viewer's access permissions and role hierarchy, enabling each support manager to view metrics specific to their region automatically, without the need for multiple individual dashboards.

NEW QUESTION # 282

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