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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 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"> • 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.

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Salesforce Certified Service Cloud Consultant Sample Questions (Q196-Q201):

NEW QUESTION # 196

Cloud Kicks (CK) started out as a small shoe company. Now, CK is growing and needs to meet changing customer expectations while also uplifting agent skill sets and organizational success.

In which order would a consultant work through a high-level discussion and planning session with CK?

- A. Gather organizational vision, map processes, plan for user feedback, and define metrics.
- **B. Gather organizational vision, map processes, plan metrics, and plan for user feedback.**
- C. Gather organizational vision, match appropriate metrics, plan for user feedback, and map processes.

Answer: B

Explanation:

In planning sessions with Cloud Kicks, the recommended approach is to first gather organizational vision, then map out processes, plan key performance metrics, and finally, incorporate a plan for gathering user feedback. This structured approach ensures alignment with organizational goals, efficiency in processes, measurable outcomes, and continuous improvement based on feedback.

NEW QUESTION # 197

Cloud Kicks provides telephone support to customers. When creating a case, service agents frequently enter shipping postal codes from various countries around the world.

What is the recommended method to ensure accurate data is entered?

- A. Set up duplicate rule with matching rules.
- **B. Configure validation rule with VLOOKUP.**
- C. Create a cross-object formula.

Answer: B

Explanation:

Comprehensive and Detailed

To validate postal codes and ensure accurate data entry, Salesforce allows the use of the VLOOKUP function within validation rules. This approach involves creating a custom object containing valid postal codes and configuring a validation rule that references this object to verify the entered postal code.

From Coefficient:

"Craft a validation rule employing the VLOOKUP formula on the Accounts object. This rule checks the account's postal code against the ZipCode__c object, leveraging lookup_value and objecttype parameters to ensure accuracy."

-How to Use the Salesforce VLOOKUP Function

By implementing this method, Cloud Kicks can prevent the entry of invalid postal codes, maintaining data integrity across international addresses.

NEW QUESTION # 198

Cloud Kicks wants to standardize its service key performance indicators (KPIs) for response time and first case closure rates.

Individual service agents, team leaders, regional directors, and the VP of service should see the same KPIs calculated using only the data the user can access.

What is the recommended running user to meet the requirements?

- A. Team leaders
- **B. Dashboard viewer**
- C. VP of service

Answer: B

Explanation:

To standardize service KPIs for users at all levels while ensuring data visibility is based on user access, setting the dashboard running user as 'Dashboard Viewer' is recommended. This approach dynamically calculates KPIs using only the data accessible to the individual viewing the dashboard, ensuring consistency and data security across the organization.

NEW QUESTION # 199

Universal Containers (UC) wants to implement Service Cloud using Agile methodology.

What should the Service Cloud Consultant recommend to deliver a successful implementation?

- A. Generate all of the project requirements from the project team and executives at once, and then deliver a complete solution.
- B. Generate all of the requirements with UC executives, and then develop the project schedule.
- **C. Generate continuous feedback from the project team, and adjust the requirements and deliverables accordingly.**

Answer: C

Explanation:

The Agile methodology emphasizes iterative development, continuous stakeholder feedback, and incremental delivery. For a Service Cloud implementation, this means defining a prioritized backlog of user stories and adapting deliverables based on real-world testing and evolving business needs.

Option A and B represent Waterfall-style approaches that define all requirements upfront without iteration.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Implementation Strategies Domain.

Salesforce Project Delivery Framework - Agile Implementation Practices.

Salesforce Trailhead: "Deliver Salesforce Projects Using Agile."

NEW QUESTION # 200

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

Answer: C

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 # 201

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