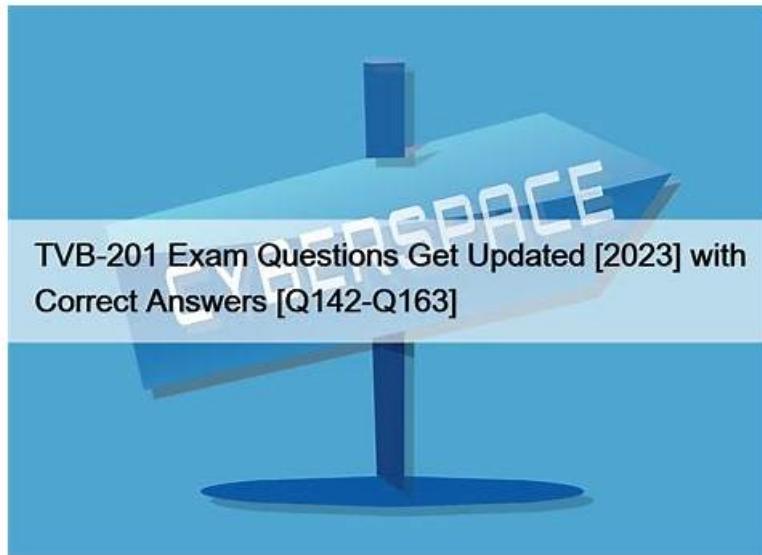


Service-Con-201 Latest Exam Guide - New Service-Con-201 Exam Questions



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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">Integrations: This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.
Topic 4	<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 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.
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.
Topic 7	<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.

New Service-Con-201 Exam Questions | Practice Service-Con-201 Exam

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Salesforce Certified Service Cloud Consultant Sample Questions (Q239-Q244):

NEW QUESTION # 239

Universal Containers wants to reduce the amount of time support agents spend creating cases. Case creation must scale up to 5,000 new cases per day and allow file attachments under 10 MB by the customer.

Which feature should the consultant suggest?

- A. On-Demand Email-to-Case
- B. Web-to-Case
- C. Email-to-Case

Answer: B

Explanation:

For handling up to 5,000 new cases per day with the capability for customers to attach files under 10 MB, Web-to-Case is the recommended feature. This allows customers to submit cases directly through a web form, including file attachments, efficiently scaling case creation capabilities while reducing the workload on support agents.

NEW QUESTION # 240

Universal Containers (UC) is preparing to implement Service Cloud and wants to onboard its global support team. UC is gathering feedback from the support team about how they will use Service Cloud. Requirements gathering sessions have resulted in a large set of deliverables.

What should a consultant recommend as the next step?

- A. Prioritize the requirements based on requests from the regions.
- B. Identify and prioritize the requirements for the minimum viable product.
- C. Prioritize the requirements based on the stakeholder who submitted them.

Answer: B

Explanation:

Identifying and prioritizing the requirements for a minimum viable product (MVP) allows for a focused and phased approach to the Service Cloud implementation. This strategy ensures that the most critical functionalities are developed and deployed first, providing immediate value while allowing for iterative enhancements based on feedback and additional requirements.

NEW QUESTION # 241

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. Incorporate the additional requirements to the project scope and continue with the original project schedule.
- B. Prepare a change order to account for the additional requirements and communicate the new project schedule.
- C. Document the gap in requirements and discuss the schedule and budget Impact with the project team.

Answer: C

Explanation:

When additional requirements are discovered early in a project that has a fixed budget and timeline, the consultant's first step should be to document the gap in requirements and discuss the potential impacts on schedule and budget with the project team. This approach ensures that all stakeholders are aware of the changes and can collaboratively decide on the best course of action.

Key Considerations:

Scope Management: Clearly defining and managing project scope is crucial. Any changes to the scope should be carefully evaluated for their impact on time and cost.

Stakeholder Communication: Engaging with stakeholders to discuss the implications of additional requirements helps in setting realistic expectations and making informed decisions.

Change Control Process: Before implementing any changes, it's essential to follow a formal change control process, which includes documenting the change, assessing its impact, and obtaining necessary approvals.

By taking these steps, the consultant ensures that the project remains aligned with its objectives and constraints, and any deviations are managed in a controlled and transparent manner.

Reference:

<https://trailhead.salesforce.com/content/learn/modules/best-practices-for-project-management/gather-requirements>

<https://www.salesforce.com/blog/project-management-guide/>

NEW QUESTION # 242

The support management team at Universal Containers has noticed an increase in wait times over the last several months when customers call in for support.

What should a consultant recommend to help decrease customer wait times?

- A. Create case escalation rules to route high-priority cases directly to supervisors for resolution.
- B. **Create reports to analyze data in order to understand peak times and ensure adequate.**
- C. Set up analytical snapshots to capture key case information and create historical trending reports.

Answer: B

Explanation:

To decrease customer wait times, creating reports to analyze call volume and identify peak times is recommended. Understanding peak periods allows for strategic staffing and resource allocation, ensuring that enough agents are available to handle the increased volume, thus reducing customer wait times.

NEW QUESTION # 243

A recent analysis of cases at Cloud Kicks (CK) revealed a high percentage of simple cases, such as password resets and order inquiries. CK wants to provide customer self-service via Enhanced Channels such as SMS, Facebook Messenger, and WhatsApp. CK has created a Service Agent to meet this requirement.

What should the Service Cloud Consultant recommend as a next step to connect this AI agent to the Enhanced Channels?

- A. Create an auto-launched flow.
- B. **Create a new messaging channel.**
- C. Create an embedded service deployment.

Answer: B

Explanation:

To make the Agentforce Service Agent available for customer-facing conversations over Enhanced Messaging Channels (SMS, WhatsApp, Facebook Messenger, etc.), the next step is to create a new messaging channel and assign the AI agent to it. This allows the agent to engage directly with customers through these digital platforms while maintaining context and automation.

Option A (embedded service deployment) is used for web chat or web messaging, not Enhanced Messaging.

Option B (auto-launched flow) could define logic but cannot connect the AI to the channel.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Agentforce Service Agent: Channel Connection Enhancements.

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Connect Agentforce Service Agent to Messaging Channels (WhatsApp, SMS, Facebook)."

NEW QUESTION # 244

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