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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	• Contact Center Analytics: This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.
Topic 2	• Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.
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	• Integrations: This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.

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Salesforce Certified Service Cloud Consultant Sample Questions (Q27-Q32):

NEW QUESTION # 27
Universal Containers is implementing Service Cloud to make the workflow more efficient and improve customer support.
When setting up Service Cloud, how can a consultant ensure that service agents have access to the right customer information when viewing a case?

- A. Use a formula to pull fields from a contact record to the case.
- B. Use a flow to copy a value from a contact record to the case.
- C. Expose cross object fields on the case record Lightning page.

Answer: C

Explanation:
In Salesforce, agents can view related customer information efficiently by exposing cross-object fields directly on the Case Lightning record page. This is done using Lightning App Builder and Dynamic Forms, which allow fields from related objects (like Contact or Account) to be placed directly on the Case page layout.
This method eliminates the need for duplicative data transfer (as would be done with formulas or flows) and ensures agents always see up-to-date customer data directly on the Case. It's the most scalable and maintainable approach for surfacing relevant information during case handling.
Reference:
https://help.salesforce.com/s/articleView?id=sf.dynamic_forms_spanning_fields.htm&language=en_US&type=5
https://help.salesforce.com/s/articleView?id=release-notes.rn_lab_dynamic_forms_crossobject_fields.htm&language=en_US&release=248&type=5

NEW QUESTION # 28
Universal Containers case managers receive a high volume of new cases daily and would like to improve efficiency across multiple teams with multiple disparate product specializations. Currently, all cases are automatically distributed evenly across all case managers, regardless of the case manager's knowledge of the products related to the case.
What should a consultant recommend to modify the Case Assignment rules?

- A. Implement Queue-Based Routing
- B. Implement Einstein Article Recommendations.
- C. Implement Skills-Based Routing.

Answer: C

Explanation:
Skills-Based Routing is an advanced feature in Salesforce Service Cloud that directs cases to the most qualified case managers

based on their skills and expertise. By implementing Skills-Based Routing, Universal Containers can ensure that cases are assigned to case managers with the appropriate product knowledge, improving case resolution efficiency and quality. This method optimizes resource allocation and enhances customer satisfaction by matching cases with the best-suited case managers.

NEW QUESTION # 29

Universal Containers is migrating from Knowledge to Lightning Knowledge using the Lightning Knowledge Migration Tool and noticed that none of the article file attachments were migrated.
How can a consultant migrate the file attachments?

- A. Use the Lightning Knowledge Migration Tool and choose 'include files'.
- B. Use the Files Related List on each article to add files to the articles.
- C. Upload the files as Documents, then relate them to the migrated articles.

Answer: B

Explanation:
When migrating to Lightning Knowledge, file attachments from Classic Knowledge articles do not automatically transfer. To migrate these file attachments, consultants can manually add files to the corresponding Lightning Knowledge articles using the Files Related List. This approach ensures that all relevant attachments are associated with the correct articles, maintaining the integrity and usefulness of the Knowledge base post-migration.

NEW QUESTION # 30

Universal Containers wants to ensure the contracted service level requirements for its customers are being met.
What should a consultant configure to meet this requirement?

- A. Entitlement processes, contracts, contract line items, and entitlements
- B. Entitlement processes, contract line items, milestone, and entitlements
- C. Entitlement processes, milestones, milestone actions, and entitlements

Answer: C

Explanation:
To ensure that contracted service level requirements are met, Salesforce provides a structured approach through Entitlement Management. This framework allows organizations to define, enforce, and monitor service levels for customer support.
Key Components:
Entitlements:These represent the specific support terms agreed upon with customers, such as response times or support availability.
Entitlement Processes:These are timelines that outline the steps (milestones) your support team must complete to resolve cases or work orders.
Milestones:These are time-dependent steps within an entitlement process that represent service levels to be provided. Examples include First Response Time and Resolution Time.
Milestone Actions:These are automated actions triggered at specific points in a milestone, such as sending email alerts when a milestone is approaching violation or has been violated.
By configuring these components, Universal Containers can effectively monitor and ensure compliance with their service level agreements, providing timely and efficient support to their customers.

NEW QUESTION # 31

Cloud Kicks (CK) provides varying levels of support based on the customer's service contract. For customers with a Gold service contract, CK plans to use milestones. For example, a call comes in at 11:00 AM on Wednesday. The service rep responds at 1:00 PM on Wednesday to complete the first milestone. Then, the service rep must respond by 1:00 PM on Thursday to complete the second milestone.
Which milestone recurrence type should the consultant recommend?

- A. No Recurrence
- B. Independent Recurrence
- C. Sequential Recurrence

Answer: B

Explanation:

In Entitlement Management, milestone recurrence defines how recurring service targets are tracked.

Independent Recurrence creates a new, independent milestone schedule after each milestone is completed.

Sequential Recurrence means each milestone must complete before the next begins, but the next milestone is dependent on the completion time of the previous one.

No Recurrence applies when milestones occur only once per entitlement process.

Because CK's second milestone begins exactly 24 hours after the first one's start time (not dependent on when the first completes), the appropriate configuration is Independent Recurrence. This ensures that each milestone starts on its predefined timeline, regardless of the completion of the prior milestone.

Referenced Salesforce Materials:

Salesforce Service Cloud Consultant Exam Guide - Case Management Domain (Milestone configuration and recurrence).

Salesforce Help: "Define Milestones and Recurrence Types".

Salesforce Winter '23 Release Notes - Service Cloud: Entitlement Enhancements.

NEW QUESTION # 32

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