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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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.

- Contact Center Analytics: This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.

Salesforce Certified Service Cloud Consultant Sample Questions (Q279-Q284):

NEW QUESTION # 279

Universal Containers (UC) has Service Cloud Voice. UC occasionally experiences surges in call volume. Leadership would like to see the impact of surges on internal metrics.

Which key performance indicator (KPI) should the consultant report on to meet the requirement?

- A. Abandon rate and average speed to answer
- B. First call resolution and cases per hour
- C. After call work time and customer effort score

Answer: A

Explanation:

In Service Cloud Voice, key KPIs that reflect the impact of call surges are:

Abandon Rate - percentage of customers who hang up before speaking with an agent, which rises during high-volume spikes.

Average Speed to Answer (ASA) - measures how quickly calls are answered, directly reflecting queue performance and staffing adequacy.

These two metrics provide real-time visibility into how surges affect service performance.

Option A measures productivity and resolution but not surge impact.

Option B focuses on post-call metrics, not capacity response.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Contact Center Analytics Domain (KPI selection and operational reporting).

Salesforce Help: "Service Cloud Voice Metrics and Best Practices".

Salesforce Spring '24 Release Notes - Service Cloud Voice Analytics Enhancements.

NEW QUESTION # 280

A recent work task analysis for a service center revealed that service agents perform the same steps when closing a case and sending a survey through email. These steps take around 1 minute per case. With millions of cases closed each year, it is important to improve efficiency of this operation. What is a recommended Service Cloud feature that improves the process?

- A. Quick text
- B. Macros
- C. Global Quick Action

Answer: B

Explanation:

To improve the efficiency of the repetitive task of closing cases and sending surveys, using Macros in Service Cloud is recommended. Macros automate repetitive tasks with a single click, significantly reducing the time required per case and increasing overall operational efficiency, especially with a high volume of cases.

NEW QUESTION # 281

Cloud Kicks (CK) wants to provide its authenticated customers with a top-tier support experience. CK Ants to allow asynchronous conversations, conversations across devices, and Estimated Wait Time transparency. CK currently uses an external website to deliver its chat support offering.

What should a consultant recommend to provide these newer capabilities?

- A. Messaging for Web
- B. AppExchange package
- C. Einstein Bots

Answer: A

Explanation:

To provide top-tier support features such as asynchronous conversations, cross-device support, and Estimated Wait Time transparency, Messaging for Web is recommended. This feature enhances the chat support experience on external websites, offering modern communication capabilities that meet customer expectations for flexible and informed support interactions.

NEW QUESTION # 282

Cloud Kicks (CK) supports customers through chat. Service agents have reported multiple instances where customers have used abusive language. CK wants a way to prevent abusive customers from starting future chat sessions.

What is the recommended feature to meet the requirement?

- **A. Create an IP blocking rule.**
- B. Enable Assistance Flag Configuration setting.
- C. Create sensitive data rules.

Answer: A

Explanation:

To prevent customers who use abusive language from starting future chat sessions, creating an IP blocking rule is the recommended feature. This allows administrators to block specific IP addresses from accessing the chat service, effectively preventing abusive customers from initiating new sessions and maintaining a positive and safe environment for both customers and service agents.

NEW QUESTION # 283

Universal Support is implementing Service Cloud to replace its legacy ticketing system. The support team is geographically dispersed and consists of customer support users with varying levels of technical expertise. They are introducing Case Management, Knowledge, and Omni-Channel routing. The Support Manager aims to ensure the rollout proceeds smoothly and that users adopt the new system quickly and efficiently.

How can the Support Manager meet these requirements?

- **A. Schedule instructor-led training sessions, include role-based scenarios, and implement a phased rollout starting with a pilot group.**
- B. Launch a full company-wide rollout with a short video tutorial and allow support reps to explore the system independently.
- C. Provide sandbox access to all support reps two weeks before launch and encourage peer-to-peer learning without formal training.

Answer: A

Explanation:

According to Salesforce Implementation Best Practices, for complex Service Cloud rollouts (including Case, Knowledge, and Omni-Channel), the optimal approach is to:

Conduct role-based, hands-on training focused on real-life scenarios.

Use a phased rollout strategy, starting with a pilot group to collect feedback and refine processes before full deployment.

This minimizes disruption, builds confidence, and supports adoption across varying skill levels.

Option B and C lack structure, training depth, and change management alignment.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Implementation Strategies Domain.

Salesforce Help: "Plan User Enablement and Phased Rollouts."

Salesforce Project Delivery Framework - Adoption and Training Best Practices.

NEW QUESTION # 284

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