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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"> • 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"> • 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 5	<ul style="list-style-type: none"> • Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.
Topic 6	<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.

>> Test Service-Con-201 Sample Questions <<

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The test material sorts out the speculations and genuine factors in any case in the event that you truly need a specific limit, you want to deal with the applications or live undertakings for better execution in the Salesforce Certified Service Cloud Consultant (Service-Con-201) exam. You will get unprecedented information about the subject and work on it impeccably for the Salesforce Service-Con-201 dumps.

Salesforce Certified Service Cloud Consultant Sample Questions (Q253-Q258):

NEW QUESTION # 253

A growing retail company wants to modernize its legacy on-premises contact center, which is costly, hard to scale, and lacks support for new digital channels. The company wants to reduce overhead, scale easily during seasonal spikes, and give service reps real-time customer insights.

What should a Service Cloud Consultant recommend?

- A. Build a custom Experience Cloud solution and integrate with external telephony providers using APIs.
- B. Extend legacy systems using Omni-Channel, Live Agent, and a third-party CTI to add new digital channels over time.
- **C. Deploy Salesforce Contact Center with Amazon Connect to unify voice, chat, and case management in the cloud with real-time insights.**

Answer: C

Explanation:

Salesforce Contact Center, powered by Amazon Connect, is Salesforce's recommended solution for modernizing legacy on-premises contact centers. It provides:

Cloud-based voice and digital channel integration directly within Service Cloud.

Scalability to handle seasonal demand spikes.

Real-time insights through integration with Service Cloud Voice, Data Cloud, and Einstein Conversation Insights.

Option A requires significant custom development and lacks unified voice-data insights.

Option C prolongs reliance on legacy systems, contradicting the modernization goal.

Referenced Salesforce Materials:

Salesforce Service Cloud Consultant Exam Guide - Service Cloud Solution Design Domain.

Salesforce Spring '24 Release Notes - Service Cloud Voice and Salesforce Contact Center Enhancements.

Salesforce Help: "Deploy Salesforce Contact Center with Amazon Connect".

NEW QUESTION # 254

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 Dynamic Dashboard.**
- C. Create a dashboard for each support manager.

Answer: B

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 # 255

Universal Containers (UC) has deployed a call center using open CTI. Call center agents are organized into four groups reflecting UC's four different product lines. Each group's manager would like a report on their agents' daily call volume, including related case and contact information.

How should the consultant recommend the report be created?

- A. Customize the My Team's Calls This Week standard report.
- **B. Create a Custom Report type with Activities as the primary object.**
- C. Build a report on Products with Activities grouped by owner.

Answer: B

Explanation:

For reporting on daily call volume including related case and contact information for different agent groups, creating a Custom Report Type with Activities as the primary object is advised. This allows for the inclusion of case and contact details in the report, providing a comprehensive view of each agent's call activity and related case interactions.

NEW QUESTION # 256

Universal Containers has a category of cases that cannot be solved by a single agent and instead requires a team of experts to triage and resolve the issue. The support manager is interested in solutions that allow the team of experts to collaborate on these cases.

Which option should the consultant recommend so experts can collaborate in real time?

- A. Use Email-to-Case to send an email to experts so they can use email threads.
- **B. Add experts to an integrated Slack channel.**
- C. Implement Skills-Based Routing to assign the case to experts.

Answer: B

Explanation:

Integrating a Slack channel for experts to collaborate on complex cases provides a real-time communication platform that supports quick exchange of ideas, files, and updates. This solution fosters teamwork and enables faster resolution of issues that require input from multiple experts.

NEW QUESTION # 257

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 Dashboard Pack for CRM Analytics Installation

