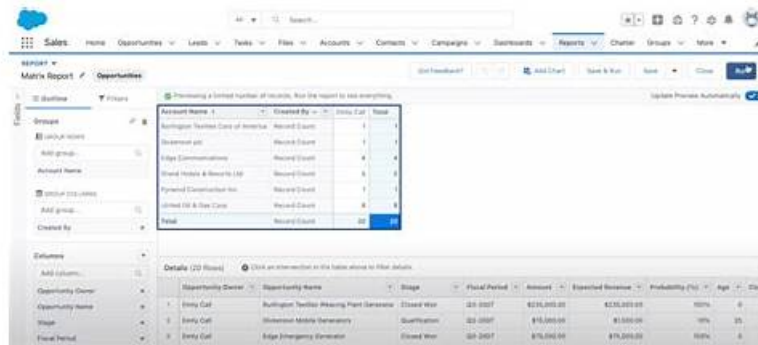


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It is well known that certificates are not versatile, but without a Salesforce Service-Con-201 certification you are a little inferior to the same competitors in many ways. Compared with the people who have the same experience, you will have the different result and treatment if you have a Salesforce Certified Service Cloud Consultant Service-Con-201 Certification.

Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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"> Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.
Topic 5	<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.

Salesforce Certified Service Cloud Consultant Sample Questions (Q290-Q295):

NEW QUESTION # 290

Cloud Kicks provides phone support to customers using the Service Cloud Voice Dialer. Once a call completes, support agents often need to send a follow-up email or finalize case notes. CK wants to get insight about agent efficiency.

Which metric should a consultant recommend to track the efficiency of individual agents?

- A. Total Emails Sent
- B. Call Abandonment
- C. After Conversation Work Time

Answer: C

Explanation:

To track the efficiency of individual agents using the Service Cloud Voice Dialer, focusing on the "After Conversation Work Time" metric is recommended. This metric measures the time spent by agents on follow-up tasks after a call has ended, providing insights into how efficiently agents manage their post-call responsibilities and contributing to an overall understanding of agent productivity.

NEW QUESTION # 291

Cloud Kicks provides support to customers across the world and uses Lightning Experience. Service agents have a set of common responses.

Managers would like to consolidate the responses as quick text, translate them to multiple languages, and share them with the correct groups of service agents.

What should a consultant recommend to meet the requirements?

- A. Use custom labels to manage quick text translations.
- B. Share each quick text individually to Public Groups.
- C. Share a folder with quick text for each translation.

Answer: C

Explanation:

Sharing a folder containing quick text translations for each language with the appropriate groups of service agents ensures that agents have access to common responses in the necessary languages. This approach facilitates efficient communication with customers worldwide and streamlines the management of translated quick texts.

NEW QUESTION # 292

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. Document the gap in requirements and discuss the schedule and budget impact with the project team.
- B. Send a change order to the client to account for the additional budget requirements.
- C. Incorporate the additional requirements into the project scope and continue with the original project schedule.

Answer: A

Explanation:

Comprehensive and Detailed

When additional requirements are identified that may impact the project's scope, timeline, or budget, the first step is to document these gaps and discuss their implications with the project team. This collaborative approach ensures that all stakeholders are aware of the potential impacts and can make informed decisions on how to proceed.

From Salesforce's best practices:

"When additional requirements are discovered that will result in the project exceeding timeline and budget constraints, the first step is to document the gap in requirements and discuss the schedule and budget impact with the project team."

-Salesforce Trailblazer Community

This approach allows for a transparent assessment and facilitates the development of a plan to address the new requirements, which may include reprioritizing tasks, adjusting timelines, or negotiating additional resources.

NEW QUESTION # 293

Agents at Universal Containers are required to update the Case Status to Waiting for Customer after they send an email to the Case Contact. Support managers are noticing that many agents are forgetting to perform this step. What should a consultant recommend to address this problem?

- A. Create an action on Case,
- B. Create a Validation Rule.
- C. Create a Case Macro.

Answer: C

Explanation:

To address the issue of agents forgetting to update the Case Status after sending an email, creating a Case Macro that automates the process of sending the email and updating the status is recommended. This ensures consistency in case management and adherence to support processes, enhancing service quality and managerial oversight.

NEW QUESTION # 294

Cloud Kicks frequently works with distribution partners who have complex issues that need immediate attention. To solve the issues, Tier 2 support often needs to engage other teams within the organization. The team uses Slack to communicate internally. Which solution should the consultant recommend to meet the needs of the organization?

- A. Omni-Channel routing
- B. Case escalation
- C. Swarming

Answer: C

Explanation:

For addressing complex issues requiring immediate attention and collaboration across multiple teams, recommending the swarming approach, particularly facilitated through Slack for Service, is advised. Swarming enables cross-functional teams to come together quickly to solve issues, leveraging collective expertise and improving resolution times for complex cases.

NEW QUESTION # 295

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