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

Salesforce Certified Service Cloud Consultant Sample Questions (Q150-Q155):

NEW QUESTION # 150

Universal Containers is getting ready to start User Acceptance Testing (UAT) for its customer service transformation project. The consultant has been asked where the testing should occur. The business users and stakeholders need an environment that can support 60 days of UAT and includes representative data from production.

Which environment type should the consultant recommend?

- A. Partial Copy Sandbox
- **B. Full copy sandbox**
- C. Developer Pro Sandbox

Answer: B

Explanation:

A Full Copy Sandbox is a complete replica of a production environment, containing both metadata and all data records. It is the most appropriate environment for conducting extended User Acceptance Testing (UAT), especially when real-world data and scenarios need to be validated over an extended period like 60 days.

This sandbox type supports thorough testing of configurations, integrations, and customizations under conditions that mirror live operations. Business users benefit from working with a familiar data set, reducing surprises during go-live. It is superior to Developer or Partial Copy Sandboxes for full-system validation.

NEW QUESTION # 151

Cloud Kicks (CK) wants to explore having a full Incident Management, Swarming, and Change Management process to provide a foundation for its auditing and governance needs. CK also wants interactive recommendations for every department during this process.

Besides implementing Incident Management and Service Cloud for Slack, what should a consultant recommend for the full solution?

- A. Implement a third-party app from AppExchange.
- **B. Implement flow orchestration with Work Guides**
- C. Implement Guidance for Success and Knowledge articles.

Answer: B

Explanation:

For a full Incident Management, Swarming, and Change Management process that includes interactive recommendations, implementing flow orchestration with Work Guides is recommended. Work Guides provide step-by-step guidance and can orchestrate complex processes across departments, ensuring adherence to auditing and governance requirements while offering interactive, context-specific recommendations.

NEW QUESTION # 152

Universal Containers (UC) is planning to use Service Cloud Messaging to send SMS messages to customers. Messages are always

between 175 and 255 characters.

What should the consultant recommend that UC use for messaging?

- A. SMS Long Code
- B. SMS Short Code
- C. SMS Enhanced

Answer: A

Explanation:

For sending SMS messages between 175 and 255 characters, using SMS Long Code is recommended. Long Codes are standard telephone numbers used for longer text message communications, suitable for more detailed SMS interactions with customers while providing a more personalized experience.

NEW QUESTION # 153

Case closure time at Cloud Kicks (CK) is too high although CK already enabled Knowledge Management.

What should the consultant recommend to decrease case closure time?

- A. Enable Suggested Articles.
- B. Add data category groups.
- C. Create synonym groups.

Answer: A

Explanation:

Enabling Suggested Articles in Salesforce Knowledge provides service agents with article recommendations based on case details, helping them find relevant information faster. This feature can decrease case closure times by equipping agents with the knowledge they need to resolve issues more efficiently, enhancing the overall support experience.

NEW QUESTION # 154

Universal Containers (UC) is planning a Service Cloud implementation involving complex integrations with external systems.

Which project management methodology should the consultant recommend?

- A. Agile
- B. Six Sigma
- C. Waterfall

Answer: A

Explanation:

For complex, integration-heavy Service Cloud programs, Salesforce best practice is to deliver iteratively with short, inspect-and-adapt cycles so that integration touchpoints can be validated early, risks reduced, and scope refined as the team learns. This aligns to Agile methodologies (such as Scrum or Kanban) rather than linear, big-bang delivery.

The Service Cloud Consultant Study Guide under Implementation Strategies emphasizes planning for incremental releases, continuous stakeholder feedback, and frequent validation across systems—key characteristics of Agile delivery. This approach ensures early visibility into integration challenges and allows for adjustments throughout the project lifecycle.

In contrast, Waterfall follows a sequential design process with late-stage testing, which introduces higher risk for complex, multi-system implementations. Six Sigma is a process improvement framework focused on reducing defects, not a delivery methodology suitable for Salesforce implementations.

Referenced Salesforce Materials:

Salesforce Service Cloud Consultant Exam Guide - Domain: Implementation Strategies (focuses on iterative implementation, phased deployment, and managing complexity).

Trailhead Modules: Agile Basics, Salesforce Project Delivery Best Practices (emphasizes iterative releases, stakeholder collaboration, and adaptability).

NEW QUESTION # 155

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