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1. A customer wants to limit the number of emails a subscriber receives to a maximum of one email

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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"> • 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.
Topic 3	<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 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"> • Integrations: This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.
Topic 6	<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.

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Salesforce Certified Service Cloud Consultant Sample Questions (Q57-Q62):

NEW QUESTION # 57

Universal Containers provides phone support to customers. The abandoned call rate has been high in recent months. Which solution should a Service Cloud Consultant recommend to address the issue?

- A. Configure and set up Service Swarming in Slack.
- **B. Enable contact requests and queue callbacks.**
- C. Create case assignment rules for service rep routing.

Answer: B

Explanation:

Queue callbacks and contact requests are features of Service Cloud Voice and Omni-Channel, allowing customers to request a callback instead of waiting on hold. This reduces abandoned call rates and improves the customer experience by letting them maintain their place in the queue.

Option A (case assignment rules) applies to internal case routing, not telephony wait management.

Option B (Service Swarming) helps with collaboration but doesn't address abandoned calls.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Reduce Abandon Rates Using Queue Callbacks in Service Cloud Voice." Salesforce Spring '24 Release Notes - Contact Center Enhancements and Callback Functionality.

NEW QUESTION # 58

Managers at Cloud Kicks often need to update the Case Type field for up to 75 cases at one time using list views. Which Service Console productivity tool should a consultant recommend?

- A. Use a keyboard shortcut.

- **B. Use a mass Quick Action.**
- C. Run a macro on each case.

Answer: B

Explanation:

For managers at Cloud Kicks who need to update the Case Type field for multiple cases at once using list views, utilizing a mass Quick Action is the recommended Service Console productivity tool. Mass Quick Actions allow users to make updates to multiple records simultaneously from a list view, streamlining the process of updating case information and enhancing efficiency in case management workflows.

NEW QUESTION # 59

Universal Containers is considering a Knowledge-Centered Support (KCS) implementation. Which benefit can be expected from KCS adoption?

- A. Reduced administrative overhead
- B. Reduced need for self-service
- **C. Reduced issue resolution time**

Answer: C

Explanation:

Knowledge-Centered Support (KCS) focuses on integrating knowledge creation and maintenance into the problem-solving process. By adopting KCS, organizations can expect a reduction in issue resolution time as service agents have quicker access to solutions and knowledge articles, enabling faster responses to customer inquiries and issues.

NEW QUESTION # 60

The support manager at Universal Containers wants to measure first-call resolution by channel, agent, and calendar month. Which reporting solution should the consultant recommend?

- **A. Create a joined report.**
- B. Create a reporting snapshot.
- C. Create a report using Grouping.

Answer: A

Explanation:

To measure first-call resolution by channel, agent, and calendar month, a joined report is recommended. This type of report allows the combination of related reports into a single report with multiple blocks, enabling the analysis of data across different dimensions such as communication channels, individual agent performance, and timeframes, providing a comprehensive view of first-call resolution metrics.

NEW QUESTION # 61

Cloud Kicks (CK) has rolled out a new Contact Center and is eager to understand the return on investment (ROI). CK has hired a Service Cloud Consultant to operationalize its reports. CK would like to understand the duration a case spends in each status.

- A. Cases with Historical Trending report
- **B. Case Lifecycle report**
- C. Cases with Milestones report

Answer: B

Explanation:

The Case Lifecycle report is the correct Salesforce standard report type to track how long a case spends in each status. It measures time spent in "New," "Working," "Waiting on Customer," and other statuses to evaluate process efficiency and ROI from contact center operations.

Option A (Historical Trending) tracks changes to specific numeric fields over time, not case status duration.

Option B (Milestones report) tracks SLA time progress for entitlement management, not workflow duration by status.

