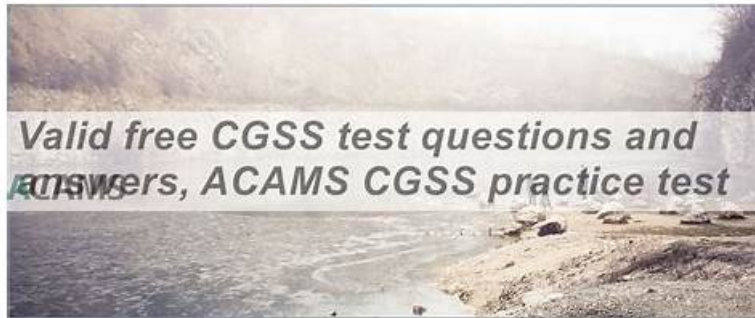


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Salesforce Service-Con-201 Exam Syllabus Topics:

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">• 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">• 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 4	<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.

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Salesforce Certified Service Cloud Consultant Sample Questions (Q137-Q142):

NEW QUESTION # 137

Universal Containers (UC) is considering replacing its traditional chatbot with Agentforce Service Agent to enhance customer engagement. Its current bot frequently struggles with understanding follow-up questions and maintaining context across a multi-turn conversation, leading to frustrated customers.

What core capability of Agentforce Service Agent directly addresses UC's challenge?

- A. **Generative AI to understand human language and maintain context across entire conversations.**
- B. Trained natural language models (NLMs) to interpret the most recent user input.
- C. A rigid, declarative dialog system that requires predefined conversation flows for every interaction.

Answer: A

Explanation:

Agentforce Service Agent, powered by Salesforce's Einstein generative AI, is designed to maintain multi-turn conversational context. It uses generative AI models to interpret the full conversation history, not just the latest user message, enabling natural and context-aware interactions.

This directly resolves UC's issue of the legacy bot losing context and failing on follow-up questions.

Option A describes older natural language models that interpret isolated inputs.

Option B refers to traditional rule-based bots that lack contextual understanding.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Agentforce Service Agent Enhancements (multi-turn conversation and generative context retention).

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Use Agentforce Service Agent for Context-Aware Conversations".

NEW QUESTION # 138

Cloud Kicks (CK) supports customers through Salesforce Messaging. Service reps have reported multiple instances where customers have used abusive language because they are upset with the company. However, CK still needs to service these customers.

Which solution should the Service Cloud Consultant recommend?

- A. Create a Service Agent for intake and use the Raise Supervisor Flag action.
- **B. Create a Service Agent for intake and use the Escalate to Supervisor action.**
- C. Use Slack Case collaboration to get the customer solution quickly.

Answer: B

Explanation:

Agentforce Service Agent includes actions that allow escalation when certain behaviors or triggers occur during a conversation. The "Escalate to Supervisor" action is designed for situations requiring immediate oversight-such as handling abusive language or sensitive customer interactions-while maintaining service continuity.

This approach enables supervisors to intervene directly or provide guidance, ensuring the customer is still supported professionally.

Option A (Raise Supervisor Flag) is primarily for flagging potential issues but does not initiate escalation or workflow action.

Option B (Slack collaboration) facilitates internal communication but doesn't directly manage customer-facing escalation workflows.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Agentforce Service Agent Actions (Supervisor escalation options).

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Use Escalate to Supervisor Action in Agentforce".

NEW QUESTION # 139

Using the Lightning Service Console, how can a contact center manager see which service reps are currently available to accept new cases?

- A. Omni-Channel Analytics
- **B. Omni-Channel Supervisor tab**
- C. Omni-Channel Utility component

Answer: B

Explanation:

The Omni-Channel Supervisor tab provides real-time visibility into agent presence, capacity, and workload within the Lightning Service Console. Managers can view which agents are available, their online duration, and how many work items they are handling. This tool is essential for real-time workforce management and case distribution visibility.

Option A (Omni-Channel Utility) is for agents to manage their own status, not for managerial monitoring.

Option B (Omni-Channel Analytics) offers historical insights, not live agent availability.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Monitor Agents in Real Time with the Omni-Channel Supervisor Tab".

Salesforce Winter '23 Release Notes - Omni-Supervisor Enhancements.

NEW QUESTION # 140

Universal Containers (UC) is in the process of setting up Experience Cloud. UC needs to give customers access to their agreed upon response times via the portal.

Which solution should a consultant recommend?

- A. Maintenance Plans
- B. Milestones
- C. Service Contracts

Answer: C

Explanation:

To provide customers with access to their agreed-upon response times via the portal, configuring Service Contracts in Experience Cloud is advisable. Service Contracts can detail the specific service levels agreed upon, and making this information accessible through the portal ensures transparency and sets clear expectations for service delivery.

NEW QUESTION # 141

Which approach should a Service Cloud Consultant use to ensure that Lightning Knowledge searches only display articles for a service rep's product specialization?

- A. Configure a private sharing model for Knowledge. Grant access to service reps through manual or group-based sharing rules.
- B. Use article record types to restrict access for service reps by page layout assignment.
- C. Create a data category for each product specialization. Assign data categories using permission sets.

Answer: C

Explanation:

Data Categories in Salesforce Knowledge are used to organize and control access to articles based on defined topics-such as product specializations. By assigning data category visibility via permission sets or profiles, agents only see articles relevant to their assigned categories.

Option A (record types) affects article layout and authoring, not search visibility.

Option C (private sharing) is overly restrictive and not intended for Knowledge filtering by product.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Knowledge Management Domain.

Salesforce Help: "Control Article Visibility Using Data Categories."

Salesforce Winter '23 Release Notes - Knowledge Category Access Enhancements.

NEW QUESTION # 142

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