

New Service-Con-201 Valid Braindumps | High-quality Salesforce Service-Con-201: Salesforce Certified Service Cloud Consultant 100% Pass



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Purpose

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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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 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"> • Contact Center Analytics: This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.

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Salesforce Certified Service Cloud Consultant Sample Questions (Q199-Q204):

NEW QUESTION # 199

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. Use article record types to restrict access for service reps by page layout assignment.
- B. Configure a private sharing model for Knowledge. Grant access to service reps through manual or group-based sharing rules.
- **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 # 200

Cloud Kicks uses a console app to support users. Service agents open an Account workspace tab and multiple subtabs for the Case, Contact, and Service Contract. Service agents would like to share links to recently opened subtabs with other users to collaborate on cases.

What should a consultant recommend to meet the requirements?

- A. Add the Account object to Recent Items utility.

- B. Mention the case number in a Chatter group.
- C. Include the History utility in the console app.

Answer: B

Explanation:

To facilitate collaboration on cases among service agents, using Chatter provides a platform for discussion and information sharing within Salesforce. By mentioning the case number in a Chatter group, agents can quickly share and access case details, enabling efficient collaboration. This method leverages Salesforce's social collaboration features, allowing for real-time communication and problem-solving among team members.

NEW QUESTION # 201

Cloud Kicks' development team must manage multiple projects that compete for limited resources. The team needs to change directions often and start urgent work quickly.

Which step should a consultant recommend completing before beginning the build phase?

- A. Enablement
- B. Test
- C. Design

Answer: C

Explanation:

Before beginning the build phase, especially in a dynamic environment with multiple projects and limited resources, it's crucial to complete the Design step. This involves defining the architecture, user experience, and functional requirements, ensuring that the development team has a clear blueprint to follow, which can adapt to changes and prioritize urgent work efficiently.

NEW QUESTION # 202

Universal Containers wants to reduce the amount of time support agents spend creating cases. Case creation must scale up to 5,000 new cases per day and allow file attachments under 10 MB by the customer.

Which feature should the consultant suggest?

- A. Email-to-Case
- B. On-Demand Email-to-Case
- C. Web-to-Case

Answer: C

Explanation:

For handling up to 5,000 new cases per day with the capability for customers to attach files under 10 MB, Web-to-Case is the recommended feature. This allows customers to submit cases directly through a web form, including file attachments, efficiently scaling case creation capabilities while reducing the workload on support agents.

NEW QUESTION # 203

Universal Containers (UC) is implementing Service Cloud. UC needs to reduce total case volume and the average amount of time spent by agents on cases.

Which solution meets these requirements?

- A. Publish Knowledge articles to the Experience Cloud site, Enable the attachment of articles upon case closure.
- B. Enable agent chat functionality for customers. Disable the ability to log a case from the Experience Cloud site.
- C. Use escalation rules to move cases into the correct status. Create reports to monitor service-level agreement (SLA) adherence.

Answer: A

Explanation:

To reduce total case volume and average case handling time, publishing Knowledge articles on the Experience Cloud site and enabling agents to attach articles to cases upon closure is recommended. This approach empowers customers to find solutions

independently, potentially reducing the number of incoming cases and assisting agents in resolving cases more efficiently by leveraging existing Knowledge content.

NEW QUESTION # 204

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