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Salesforce Admin 201 Exam Practice Questions With Complete Solutions (Latest Updated 2024/2025) Graded 100%

1. What should a system administrator use to disable access to a custom application for a group of users?
A. Profiles
B. Sharing rules
C. Web tabs
D. Page layouts - ✓✓A. Profiles

2. Universal Containers needs to track the manufacturer and model for specific car companies. How can the system administrator ensure that the manufacturer selected influences the values available for the model?

A. Create the manufacturer field as a dependent picklist and the model as a controlling picklist.
B. Create a lookup field from the manufacturer object to the model object.
C. Create the manufacturer field as a controlling picklist and the model as a dependent picklist.
D. Create a multi-select picklist field that includes both manufacturers and models. - ✓✓C. Create the manufacturer field as a controlling picklist and the model as a dependent picklist.

3. Sales representatives at Universal Containers need assistance from product managers when selling certain products. Product managers do not have access to opportunities, but need to gain access when they are assisting with a specific deal. How can a system administrator accomplish this?

A. Notify the product manager using opportunity update reminders.
B. Enable opportunity teams and allow users to add the product manager.
C. Use similar opportunities to show opportunities related to the product manager.
D. Enable account teams and allow users to add the product manager. - ✓✓B. Enable opportunity teams and allow users to add the product manager.

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Salesforce Certified Service Cloud Consultant Sample Questions (Q267-Q272):

NEW QUESTION # 267

A customer service organization wants to implement an at-scale Incident Management process with its internal development teams across businesses. The development teams use Jira as their development system of record, and the service organization is in Service Cloud.

What should a Service Cloud Consultant recommend exploring?

- A. An AppExchange package for Incident Management and a package for Jira Connection
- B. A connected application with the Jira Integration settings for Customer Service Incident Management
- C. Salesforce Customer Service Incident Management with Jira through MuleSoft Composer

Answer: C

Explanation:

Salesforce introduced Customer Service Incident Management (CSIM) to enable enterprise-scale incident tracking and resolution across business units. When integrated with Jira, development and service teams can collaborate seamlessly on shared incidents, automatically syncing case updates, status changes, and resolution notes.

The Winter '23 and Spring '24 Release Notes specify that Salesforce supports Customer Service Incident Management with Jira integration through MuleSoft Composer, which allows low-code connectivity between Service Cloud and Jira without custom code. This approach ensures data consistency, scalability, and real-time synchronization across systems.

Option A adds unnecessary packages and complexity, while Option B does not reflect the supported integration pattern for CSIM.

Referenced Salesforce Materials:

Salesforce Winter '23 Release Notes - Service Cloud: Customer Service Incident Management (Jira integration using MuleSoft Composer).

Service Cloud Consultant Exam Guide - Integration and Data Management Domain.

Salesforce Help: "Integrate Jira with Salesforce Customer Service Incident Management via MuleSoft Composer".

NEW QUESTION # 268

Metrics show that Universal Containers has a high call abandonment rate using Service Cloud Voice.

Which strategy should a consultant recommend?

- A. Set up assignment rules and case queues.
- B. Set up escalation rules.
- C. Set up self-service Knowledge.

Answer: C

Explanation:

To address a high call abandonment rate, setting up self-service Knowledge in Service Cloud Voice is recommended. Providing customers with easy access to Knowledge articles enables them to find answers to their queries without the need for direct agent interaction, potentially reducing call volumes and call abandonment rates by offering alternative solutions.

NEW QUESTION # 269

Universal Containers wants to let its customers interact in real time with support agents from their computers and mobile devices.

Which feature should a consultant recommend to meet this requirement?

- A. Web-to-Case
- B. Knowledge articles
- C. Einstein Chat Bot

Answer: C

Explanation:

To enable real-time interaction between customers and support agents from computers and mobile devices, implementing an Einstein Chat Bot is recommended. Chatbots provide an immediate, interactive communication channel that can escalate complex issues to live agents, enhancing the customer support experience across devices.

NEW QUESTION # 270

Cloud Kicks (CK) often needs to seek assistance within its organization to resolve cases with its customers. Sometimes, CK needs partners to engage as well. CK wants a solution that is the most effective for case communication while documenting the conversation history.

Which feature should the consultant recommend to meet the requirement?

- **A. Use Slack for Service for Case Swarming.**
- B. Send Email Quick Action to loop in the stakeholders.
- C. Use child Cases to interact with the partner.

Answer: A

Explanation:

For Cloud Kicks to effectively collaborate within the organization and with partners on resolving cases, using Slack for Service for Case Swarming is recommended. This solution facilitates real-time communication and collaboration, bringing together the necessary stakeholders and documenting the conversation history within the context of each case, enhancing problem-solving and case resolution processes.

NEW QUESTION # 271

A growing retail company wants to modernize its legacy on-premises contact center, which is costly, hard to scale, and lacks support for new digital channels. The company wants to reduce overhead, scale easily during seasonal spikes, and give service reps real-time customer insights.

What should a Service Cloud Consultant recommend?

- **A. Deploy Salesforce Contact Center with Amazon Connect to unify voice, chat, and case management in the cloud with real-time insights.**
- B. Build a custom Experience Cloud solution and integrate with external telephony providers using APIs.
- C. Extend legacy systems using Omni-Channel, Live Agent, and a third-party CTI to add new digital channels over time.

Answer: A

Explanation:

Salesforce Contact Center, powered by Amazon Connect, is Salesforce's recommended solution for modernizing legacy on-premises contact centers. It provides:

Cloud-based voice and digital channel integration directly within Service Cloud.

Scalability to handle seasonal demand spikes.

Real-time insights through integration with Service Cloud Voice, Data Cloud, and Einstein Conversation Insights.

Option A requires significant custom development and lacks unified voice-data insights.

Option C prolongs reliance on legacy systems, contradicting the modernization goal.

Referenced Salesforce Materials:

Salesforce Service Cloud Consultant Exam Guide - Service Cloud Solution Design Domain.

Salesforce Spring '24 Release Notes - Service Cloud Voice and Salesforce Contact Center Enhancements.

Salesforce Help: "Deploy Salesforce Contact Center with Amazon Connect".

NEW QUESTION # 272

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