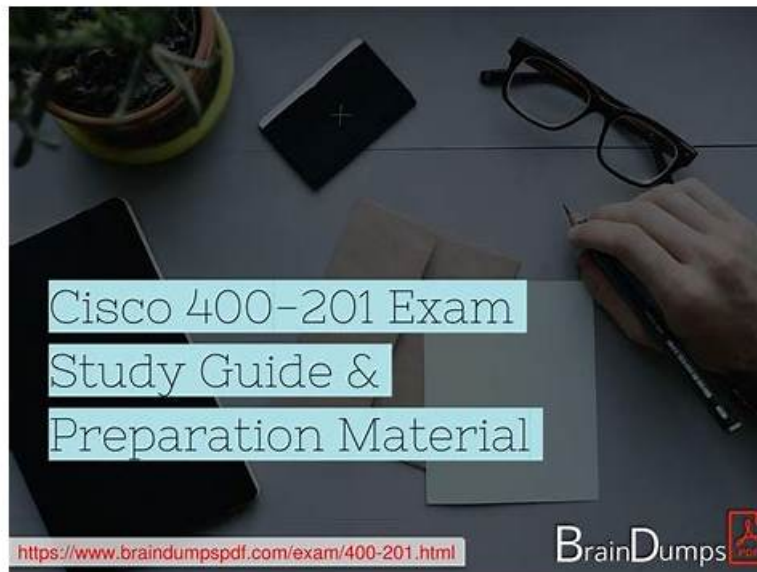


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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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"> • 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 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"> • 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 (Q116-Q121):

NEW QUESTION # 116

Universal Containers (UC) wants to implement Service Cloud using Agile methodology. How should the consultant recommend delivering a successful implementation?

- A. Generate all of the requirements with UC executives and then develop the project schedule.
- B. Generate continuous feedback from the project team, and adjust the requirements and deliverables accordingly.
- C. Finish all of the project requirements at once and deliver a complete solution.

Answer: B

Explanation:

For a successful implementation of Service Cloud using Agile methodology, generating continuous feedback from the project team and making iterative adjustments to requirements and deliverables is crucial. This approach ensures that the project remains aligned with client needs and can adapt to changes or new insights as the implementation progresses.

NEW QUESTION # 117

A recent review of customer satisfaction surveys revealed that the support center does a poor job of upselling new products to customers. Customers report dissatisfaction when calling for service issues and receiving a sales pitch instead. However, customers that have been upsold new products are two times more likely to remain a customer.

What is the recommended method to ensure upselling only occurs when customers are likely to be receptive to the offer?

- A. Service Analytics Predictions
- B. Visual Remote Assistant
- C. Einstein Next Best Action

Answer: C

Explanation:

To ensure upselling occurs only when customers are likely to be receptive, implementing Einstein Next Best Action is recommended. This tool uses AI to suggest the most appropriate actions or offers to service agents based on customer context and interaction history, increasing the likelihood of a positive response to upselling efforts while maintaining customer satisfaction.

NEW QUESTION # 118

A consultant has been asked to advise Cloud Kicks (CK) on how to manage 5 years of case data so it is available to customers upon request.

Which feature will help CK users archive and access the case information from an External Object?

- A. Salesforce Case History Object
- B. Salesforce Big Object
- C. Salesforce connect

Answer: C

Explanation:

Salesforce Big Objects are purpose-built to handle large volumes of data-ideal for archiving long-term historical records such as 5 years of case data. They store data natively within Salesforce while minimizing impact on standard object storage limits.

Big Objects support custom definitions and can be queried using Async SOQL for efficient data retrieval. This is well-suited for scenarios where data is infrequently accessed but must remain available for auditing or customer service inquiries. Unlike Salesforce Connect, which displays external data, Big Objects retain the data within Salesforce, which is key for compliance and availability needs.

NEW QUESTION # 119

Universal Containers (UC) has created a new partner onboarding process that requires an agent to create 10 open activities that correlate to a step of the onboarding experience. UC typically adds 20 new partners a week. Creating activities is labor intensive and can take up to 20 minutes each to complete.

What is a cost-effective method for agents to create these activities?

- A. Navigate a Screen Flow.
- B. Leverage Einstein Case Wrap-Up.
- C. Execute a macro

Answer: C

Explanation:

To efficiently create multiple activities related to the new partner onboarding process, executing a macro is a cost-effective method. Macros automate repetitive tasks, allowing agents to quickly generate the required activities for each step of the onboarding process, saving time and reducing manual effort.

NEW QUESTION # 120

Cloud Kicks is planning a Service Cloud implementation to reduce the time spent and improve the quality of agent messaging sessions with customers. After discussions with leadership and the customer service team, the consultant determines that the biggest gains with the least amount of effort for configuring a standard Einstein for Service feature are from automating standard responses. Which feature meets this requirement most effectively?

- A. Einstein Reply Recommendations
- B. Einstein Article Recommendations
- C. Einstein Case Wrap-Up

Answer: A

Explanation:

Einstein Reply Recommendations use AI to suggest responses to agents during messaging sessions, automating standard replies and improving efficiency. This feature helps reduce the time spent by agents on crafting responses, thereby enhancing the quality of customer interactions with minimal configuration effort.

NEW QUESTION # 121

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