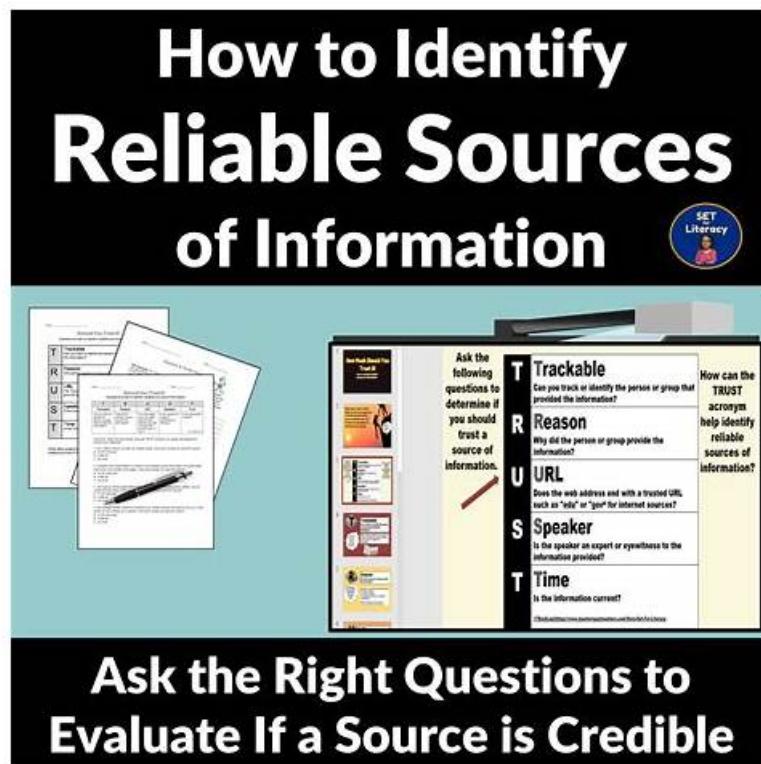


Service-Con-201 Reliable Source & Service-Con-201 Updated CBT



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Salesforce Service-Con-201 Exam Syllabus Topics:

| Topic | Details |
|---------|---|
| Topic 1 | <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 2 | <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 3 | <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 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. |
| Topic 5 | <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. |

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Salesforce Certified Service Cloud Consultant Sample Questions (Q11-Q16):

NEW QUESTION # 11

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

Answer: C

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 # 12

Cloud Kicks uses Einstein Next Best Action to help service reps when working on a customer case. Multiple service reps work on the same case.

What should a consultant configure to show service reps when items were started, paused, resumed, and completed?

- A. Activity analytics tab
- B. **Actions & Recommendations component**
- C. Case History related list

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

The Actions & Recommendations component is designed to work with Einstein Next Best Action to guide service reps through suggested steps and monitor their status in real-time. This includes tracking when an action is:

Started

Paused

Resumed

Completed

This component maintains state awareness and ensures continuity across agents in collaborative environments. It provides a user-friendly visual history that supports consistent service experiences and simplifies handoffs between reps.

NEW QUESTION # 13

A consultant is tasked with creating a dashboard in Salesforce for Cloud Kicks' executives. The dashboard needs to provide insights that will assist in strategic decision-making.

Which type of report should the consultant include to meet the requirement?

- A. Omni-Channel Analytics detailing specific paths and routing types to evaluate the efficiency of support channel
- **B. Snapshot reporting that shows trends in the number of cases handled per month, providing a high-level overview of customer service operations**
- C. Detailed CTI analytics reports, such as wait times and handle times, to review individual agent performance

Answer: B

Explanation:

Snapshot reporting on trends in the number of cases handled per month offers executives a high-level overview of customer service operations, enabling them to identify patterns, assess performance, and make informed strategic decisions. This type of report is valuable for understanding service demand and resource allocation over time.

NEW QUESTION # 14

Cloud Kicks (CK) has created hundreds of Knowledge articles about its products. The articles have been attached to closed cases. A new product release will require changes to dozens of articles.

After revising the articles, CK wants to ensure that a prior article version stays associated with the closed cases.

What is the recommended method to meet the requirements?

- A. Add "updated" to the name of the new article.
- **B. Select the Flag as new version checkbox when publishing**
- C. Use Smart Link to Article to select the prior version.

Answer: B

Explanation:

To ensure that prior versions of Knowledge articles remain associated with closed cases after updates, selecting the "Flag as new version" checkbox when publishing the revised articles is recommended. This approach maintains the link between closed cases and the specific article versions referenced at the time, preserving the accuracy of historical case resolutions.

NEW QUESTION # 15

Cloud Kicks support agents are getting too many emails due to case ownership changes.

What should the admin recommend to solve the issue?

- A. Instruct users to uncheck the "Send notification email" checkbox when changing the owner.
- B. Create a screen flow to change the case owner and bypass the new ownership email.
- **C. Uncheck the "Notify Case Owners when Case Ownership Changes" checkbox in Support Settings.**

Answer: C

Explanation:

Comprehensive and Detailed

To reduce the volume of email notifications sent to support agents when case ownership changes, administrators can modify the Support Settings in Salesforce.

From the official Salesforce Help documentation:

"Select Cases. Select Support Settings. Deselect the Notify Case Owners when Case Ownership Changes checkbox to disable email notifications."

-Salesforce Help

By unchecking this setting, Salesforce will no longer automatically send email notifications to agents upon changes in case ownership, thereby reducing email clutter and allowing agents to focus on more critical communications.

NEW QUESTION # 16

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