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## Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>Implementation Strategies: This domain focuses on consulting engagement participation, deployment and training recommendations, and considerations for data migration, quality, governance, and large data volumes.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>Knowledge Management: This domain covers Knowledge article lifecycle, Knowledge Centered Service methodology, and configuring Salesforce Knowledge for agent support and self-service processes.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>Contact Center Analytics: This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 7	<ul style="list-style-type: none"> <li>Integrations: This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.</li> </ul>

## Salesforce Certified Service Cloud Consultant Sample Questions (Q180-Q185):

### NEW QUESTION # 180

Universal Containers has a category of cases that cannot be solved by a single agent and instead requires a team of experts to triage and resolve the issue. The support manager is interested in solutions that allow the team of experts to collaborate on these cases. Which option should the consultant recommend so experts can collaborate in real time?

- A. Use Email-to-Case to send an email to experts so they can use email threads.
- B. Add experts to an integrated Slack channel.
- C. Implement Skills-Based Routing to assign the case to experts.

**Answer: B**

Explanation:

Integrating a Slack channel for experts to collaborate on complex cases provides a real-time communication platform that supports quick exchange of ideas, files, and updates. This solution fosters teamwork and enables faster resolution of issues that require input from multiple experts.

### NEW QUESTION # 181

Support agents at Universal Containers are entering customer contact information in multiple ways. Management is concerned about the high likelihood of duplicate customer contact information being entered.

What should the consultant recommend to prevent duplicate records from being created?

- A. Configure and activate Duplicate Management.

- B. Implement Apex triggers for Contact.
- C. Grant "View All Data" and instruct them to search.

**Answer: A**

Explanation:

To prevent duplicate customer contact information, the recommended approach is to configure and activate Salesforce's built-in Duplicate Management feature. This feature allows for the creation of duplicate rules and matching rules to identify and prevent duplicates at the point of entry. It can be applied to standard objects like Contacts and can provide users with alerts or block duplicates based on the rules set. This proactive approach ensures data quality without requiring excessive manual intervention or extensive access rights like "View All Data."

### NEW QUESTION # 182

Universal Containers (UC) wants to allow customers to submit cases through its corporate website. UC wants to avoid a large volume of invalid cases.

Which tool should the consultant use to meet the requirements?

- A. AppExchange Package
- **B. Web-to-Case**
- C. On-Demand Email-to-Case

**Answer: B**

Explanation:

Comprehensive and Detailed

Web-to-Case is a Salesforce feature that enables organizations to gather customer support requests directly from their company's website and automatically generate new cases. To minimize invalid case submissions, Web-to-Case forms can include validation rules and reCAPTCHA verification.

From Salesforce Help:

"Gather customer support requests directly from your company's website and automatically generate new cases with Web-to-Case."  
-Turn On and Customize Web-to-Case

Implementing Web-to-Case with appropriate validation measures ensures that only valid and complete cases are submitted, enhancing the efficiency of the support process.

### NEW QUESTION # 183

Managers at Cloud Kicks often need to update the Case Type field for up to 75 cases at one time using list views.

Which Service Console productivity tool should a consultant recommend?

- A. Use a keyboard shortcut.
- B. Run a macro on each case.
- **C. Use a mass Quick Action.**

**Answer: C**

Explanation:

For managers at Cloud Kicks who need to update the Case Type field for multiple cases at once using list views, utilizing a mass Quick Action is the recommended Service Console productivity tool. Mass Quick Actions allow users to make updates to multiple records simultaneously from a list view, streamlining the process of updating case information and enhancing efficiency in case management workflows.

### NEW QUESTION # 184

Universal Containers provides customer support for both new products and routine maintenance of existing products. The cases for both types have many stages and fields in common; however, the maintenance cases have additional stages and fields that need to be captured. Which feature should a consultant recommend to accomplish this objective?

- A. Support Types
- **B. Support Processes**
- C. Approval Processes

