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Exam4Tests offers the complete package that includes all exam questions conforming to the syllabus for passing the Salesforce Certified Service Cloud Consultant (Service-Con-201) exam certificate in the first try. These formats of actual Salesforce Service-Con-201 Questions are specifically designed to make preparation easier for you.

Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 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"> • 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 (Q126-Q131):

NEW QUESTION # 126

Cloud Kicks (CK) supports customers through Salesforce Messaging. Service reps have reported multiple instances where customers have used abusive language because they are upset with the company. However, CK still needs to service these customers.

Which solution should the Service Cloud Consultant recommend?

- A. Create a Service Agent for intake and use the Escalate to Supervisor action.
- B. Create a Service Agent for intake and use the Raise Supervisor Flag action.
- C. Use Slack Case collaboration to get the customer solution quickly.

Answer: A

Explanation:

Agentforce Service Agent includes actions that allow escalation when certain behaviors or triggers occur during a conversation. The "Escalate to Supervisor" action is designed for situations requiring immediate oversight-such as handling abusive language or sensitive customer interactions-while maintaining service continuity.

This approach enables supervisors to intervene directly or provide guidance, ensuring the customer is still supported professionally.

Option A (Raise Supervisor Flag) is primarily for flagging potential issues but does not initiate escalation or workflow action.

Option B (Slack collaboration) facilitates internal communication but doesn't directly manage customer-facing escalation workflows.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Agentforce Service Agent Actions (Supervisor escalation options).

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Use Escalate to Supervisor Action in Agentforce".

NEW QUESTION # 127

Universal Containers wants to offer its customers interactive chat as well as case processing.

The same team of service agents will be handling both types of communication from customers.

Which solution should a consultant recommend to ensure that service agents are only assigned an appropriate number of issues?

- A. Case assignment rules
- B. Case team
- C. Omni-Channel

Answer: C

Explanation:

To ensure service agents handling both chat and case processing are assigned an appropriate number of issues, Omni-Channel is the solution. Omni-Channel's capacity management features ensure that agents are not overloaded with work items, maintaining a

manageable workload and improving efficiency and response times.

NEW QUESTION # 128

Universal Containers has developed and tested several permission sets that control access to critical objects and fields within a sandbox environment. A Service Cloud Consultant wants to migrate these permission sets to production while adhering to Salesforce deployment best practices and maintaining change traceability.

- A. Use the Salesforce Metadata API via Workbench to deploy the permission sets.
- B. Manually recreate the permission sets directly in production to ensure accuracy.
- C. Deploy the permission sets using an outbound change set from sandbox to production.

Answer: C

Explanation:

The recommended Salesforce best practice for moving configuration components such as permission sets between environments is using Change Sets. This ensures traceability, version control, and alignment with Salesforce's deployment governance model.

Option A (Metadata API via Workbench) is viable for advanced use cases but not the standard, auditable process for consultants following formal deployment practices.

Option C (manual recreation) risks human error and lacks traceability.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Implementation Strategies Domain.

Salesforce Help: "Deploy Permission Sets Using Change Sets."

Salesforce Deployment Best Practices Guide.

NEW QUESTION # 129

Universal Containers (UC) is configuring a self-service page for customers to find Knowledge articles and create cases. UC has recently requested that an Einstein Bot be placed on the page, but wants to ensure that the bot only directs cases to live agents during normal business hours and observes holidays.

How should a consultant meet this requirement?

- A. Configure the Einstein Bot with an Action that queries for the Default Business Hours and active Holiday records and directs the customer to a case form when agents are unavailable.
- B. Configure the Einstein Bot to direct customers to an agent except for designated holidays and instruct Omni-Channel agents to sign off at the end of business
- C. Configure the Einstein Bot with a default message when customers log a case letting them know they should expect a delayed response outside of business hours. hours or on holidays.

Answer: A

Explanation:

To meet the requirement of directing cases to live agents only during business hours and considering holidays, configuring the Einstein Bot with an action to check for Default Business Hours and active Holiday records is recommended. This ensures that customers are directed to submit a case form when live agent support is not available, maintaining service expectations.

NEW QUESTION # 130

The customer's support team at Universal Containers (UC) has noticed a large increase in Case Resolution times recently. UC wants to use Einstein for Service to help agents locate the relevant information more quickly.

Which feature should the consultant recommend?

- A. Einstein Bots 27: B is correct answer
- B. Einstein Reply Recommendations
- C. Einstein Article Recommendations

Answer: C

Explanation:

To help agents locate relevant information more quickly and address the increase in case resolution times, recommending the use of Einstein Article Recommendations is appropriate. This feature uses AI to suggest relevant Knowledge articles to agents based on the

