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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
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Topic 1	<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 2	<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 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"> • 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.
Topic 5	<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 6	<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.

Salesforce Certified Service Cloud Consultant Sample Questions (Q104-Q109):

NEW QUESTION # 104

Universal Containers wants to move articles from an old database to its new Salesforce Knowledge system. Many of the how-to articles include images that need to be transferred.

What should a consultant consider when moving these images into Salesforce Knowledge?

- A. Change all images to JPEG files.
- **B. Ensure each image is less than 25 MB.**
- C. Add images to an HTML file.

Answer: B

Explanation:

When moving images into Salesforce Knowledge, it's important to ensure that each image file size does not exceed Salesforce's maximum file size limit, which is typically 25 MB. Adhering to this constraint ensures that images can be successfully uploaded and displayed within Knowledge articles.

NEW QUESTION # 105

A recent analysis of cases at Cloud Kicks (CK) revealed a high percentage of simple cases, such as password resets and order inquiries. CK wants to provide customer self-service via Enhanced Channels such as SMS, Facebook Messenger, and WhatsApp. CK has created a Service Agent to meet this requirement.

What should the Service Cloud Consultant recommend as a next step to connect this AI agent to the Enhanced Channels?

- A. Create an auto-launched flow.
- **B. Create a new messaging channel.**
- C. Create an embedded service deployment.

Answer: B

Explanation:

To make the Agentforce Service Agent available for customer-facing conversations over Enhanced Messaging Channels (SMS, WhatsApp, Facebook Messenger, etc.), the next step is to create a new messaging channel and assign the AI agent to it. This allows the agent to engage directly with customers through these digital platforms while maintaining context and automation.

Option A (embedded service deployment) is used for web chat or web messaging, not Enhanced Messaging.

Option B (auto-launched flow) could define logic but cannot connect the AI to the channel.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Agentforce Service Agent: Channel Connection Enhancements.

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Connect Agentforce Service Agent to Messaging Channels (WhatsApp, SMS, Facebook)."

NEW QUESTION # 106

Cloud Kicks would like to add a WhatsApp channel to its available support channels.

What should the Service Cloud Consultant consider?

- A. Emojis, polls, and quick text are not supported.
- **B. Group WhatsApp chats are not supported.**
- C. Queue-based routing is not supported.

Answer: B

Explanation:

Salesforce's WhatsApp Messaging Channel, powered by Digital Engagement, supports one-to-one, session-based communication between a customer and an agent. However, group WhatsApp chats are not supported—each interaction must occur within a single customer conversation thread.

This limitation ensures compliance, privacy, and tracking accuracy across digital channels.

Other features like emojis, quick text, and queue-based routing are fully supported via Omni-Channel configuration.

Referenced Salesforce Materials:

Salesforce Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Set Up WhatsApp Messaging in Salesforce".

Salesforce Spring '24 Release Notes - Digital Engagement Enhancements (WhatsApp Support).

NEW QUESTION # 107

Cloud Kicks has several hundred knowledge articles that span dozens of topics and cover a wide range of products, help articles, and trouble shooting ideas. The admin at Cloud Kicks is going to organize the knowledge articles into Data Categories.

What should the admin keep in mind when organizing articles?

- A. There can be up to 10,000 data categories.
- B. Articles can have up to 8 data categories.
- **C. Data category hierarchy can have up to 10 levels.**

Answer: C

Explanation:

When organizing Knowledge articles in Salesforce, Data Categories provide a hierarchical structure to classify and manage content effectively. Each Data Category Group can have up to 10 levels in its hierarchy, allowing for detailed categorization of articles.

It's important to note the following limits:

Data Category Groups: You can create up to 3 active Data Category Groups.

Categories per Group: Each group can contain up to 100 categories.

Hierarchy Levels: Each group can have a hierarchy depth of up to 10 levels.

These structures help in filtering and controlling access to Knowledge articles based on user roles and permissions, enhancing the user experience and ensuring relevant content is easily accessible.

Reference:

https://help.salesforce.com/s/articleView?id=000382539&language=en_US&type=1

https://help.salesforce.com/s/articleView?id=service.category_what.is.htm&language=en_US&type=5

NEW QUESTION # 108

Universal Containers wants to ensure the contracted service level requirements for its customers are being met.

What should a consultant configure to meet this requirement?

- **A. Entitlement processes, milestones, milestone actions, and entitlements**
- B. Entitlement processes, contracts, contract line items, and entitlements

- C. Entitlement processes, contract line items, milestone, and entitlements

Answer: A

Explanation:

To ensure that contracted service level requirements are met, Salesforce provides a structured approach through Entitlement Management. This framework allows organizations to define, enforce, and monitor service levels for customer support.

Key Components:

Entitlements: These represent the specific support terms agreed upon with customers, such as response times or support availability.

Entitlement Processes: These are timelines that outline the steps (milestones) your support team must complete to resolve cases or work orders.

Milestones: These are time-dependent steps within an entitlement process that represent service levels to be provided. Examples include First Response Time and Resolution Time.

Milestone Actions: These are automated actions triggered at specific points in a milestone, such as sending email alerts when a milestone is approaching violation or has been violated.

By configuring these components, Universal Containers can effectively monitor and ensure compliance with their service level agreements, providing timely and efficient support to their customers.

NEW QUESTION # 109

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You will need to pass the Salesforce Service-Con-201 exam to achieve the Salesforce Certified Service Cloud Consultant (Service-Con-201) certification. Due to extremely high competition, passing the Salesforce Certified Service Cloud Consultant (Service-Con-201) exam is not easy; however, possible. You can use Actual4Cert products to pass the Salesforce Certified Service Cloud Consultant (Service-Con-201) exam on the first attempt. The Salesforce Certified Service Cloud Consultant (Service-Con-201) practice exam gives you confidence and helps you understand the criteria of the testing authority and pass the Salesforce Certified Service Cloud Consultant (Service-Con-201) exam on the first attempt.

Service-Con-201 Dumps: <https://www.actual4cert.com/Service-Con-201-real-questions.html>

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