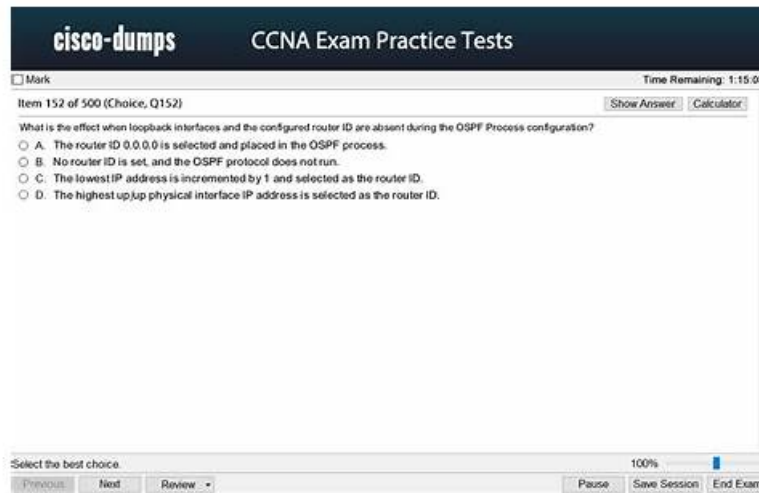


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### Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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>Integrations: This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.</li> </ul>

Topic 4	<ul style="list-style-type: none"> <li>• <b>Implementation Strategies:</b> 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 5	<ul style="list-style-type: none"> <li>• <b>Intake and Interaction Channels:</b> This domain addresses designing intake channels, recommending interaction channels, understanding configuration best practices, and implementing AI agents and agentic service capabilities.</li> </ul>

## Salesforce Certified Service Cloud Consultant Sample Questions (Q140-Q145):

### NEW QUESTION # 140

Service agents have reported that the Lightning Service Console is too crowded which makes it difficult to find the information they need. After reviewing the agents' console use, a consultant has determined that all configured features are required. Given this scenario, which solution should a consultant suggest to improve the efficiency for console users?

- A. Train on keyboard shortcuts.
- **B. Create multiple console layouts.**
- C. Prepare macros.

**Answer: B**

Explanation:

Given that all features in the Lightning Service Console are required but users find it too crowded, creating multiple console layouts tailored to different user roles or tasks is recommended. This allows for the customization of the console's interface to display only the most relevant information and tools for each specific use case, improving efficiency and usability for console users.

### NEW QUESTION # 141

The Universal Containers product development team uses Service Cloud. UC has recently added its billing support team to its existing Service Cloud implementation. Upon reviewing the billing and product team's case lifecycles, the following statuses were documented:

\* Billing support team: New, Under Review, In Progress, Blocked, Closed

\* Product development team: New, Under Review, In Progress, Closed

How should a consultant configure Service Cloud to provide each team with the correct case lifecycle?

- **A. Use Support Processes for each team's lifecycle.**
- B. Use dynamic forms to hide unnecessary options for each team's lifecycle.
- C. Create a Path widget to visualize each team's lifecycle.

**Answer: A**

Explanation:

Support Processes in Salesforce are specifically designed to manage variations in the Case Status field based on business needs. They allow each team to work with a status picklist tailored to their specific lifecycle.

For Universal Containers:

The billing support team's Support Process would include: New, Under Review, In Progress, Blocked, Closed.

The product development team's Support Process would include: New, Under Review, In Progress, Closed.

These Support Processes are tied to different Record Types. Each team is assigned the appropriate Record Type, ensuring that only the relevant statuses are shown to the respective users. This approach maintains clarity, reduces error, and aligns workflows with operational requirements.

Reference:

[https://help.salesforce.com/s/articleView?id=sf.fsc\\_flows\\_admin\\_create\\_support\\_process.htm&language=en\\_US&type=5](https://help.salesforce.com/s/articleView?id=sf.fsc_flows_admin_create_support_process.htm&language=en_US&type=5)

<https://trailhead.salesforce.com/content/learn/projects/set-up-case-escalation-entitlements/create-support-processes-cases>

### NEW QUESTION # 142

Cloud Kicks (CK) uses Service Cloud to manage its customer support, and its inventory and order data is stored in Snowflake.

CK's customers use support to ask about their orders and request replacement items. CK wants to avoid duplicating this data in Salesforce but still provide real-time, actionable insights for support reps.

What should the Service Cloud Consultant recommend so that support reps will have a comprehensive view of their customers' order history?

- A. Use an Apex integration to pull order data from Snowflake via API each time a case is opened.
- **B. Use Data Cloud to connect to Snowflake, and unify order data with CRM data.**
- C. Use MuleSoft to extract order data from Snowflake and store it in a custom object in Salesforce for support reps to reference.

**Answer: B**

Explanation:

Salesforce Data Cloud (formerly Customer Data Platform) enables unification of customer and order data from external systems such as Snowflake without duplicating it in Salesforce. The unified data model provides real-time insights, segmentation, and a complete 360° customer view directly within Service Cloud.

This approach aligns with the Integration and Data Management domain of the Service Cloud Consultant Guide, which stresses designing scalable data strategies leveraging Salesforce's cross-cloud data capabilities.

Option A (Apex integration) introduces performance overhead and lacks scalability. Option B (storing extracted data) causes duplication and maintenance complexity. Option C enables a live, unified view through native Salesforce-Snowflake connectivity.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Data Cloud and Service Cloud Integration (native Snowflake connector for unified customer data).

Service Cloud Consultant Exam Guide - Integration and Data Management Domain.

Salesforce Help: "Connect Data Cloud to Snowflake for Unified Customer Profiles".

#### NEW QUESTION # 143

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

**Answer: C**

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 # 144

A customer service organization wants to implement an at-scale Incident Management process with its internal development teams across businesses. The development teams use Jira as their development system of record, and the service organization is in Service Cloud.

What should a Service Cloud Consultant recommend exploring?

- A. A connected application with the Jira Integration settings for Customer Service Incident Management
- **B. Salesforce Customer Service Incident Management with Jira through MuleSoft Composer**
- C. An AppExchange package for Incident Management and a package for Jira Connection

**Answer: B**

Explanation:

Salesforce introduced Customer Service Incident Management (CSIM) to enable enterprise-scale incident tracking and resolution across business units. When integrated with Jira, development and service teams can collaborate seamlessly on shared incidents, automatically syncing case updates, status changes, and resolution notes.



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