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Preparation of professional Salesforce Certified Service Cloud Consultant (Service-Con-201) exam is no more difficult because experts have introduced the preparatory products. With TrainingDump products, you can pass the Salesforce Certified Service Cloud Consultant (Service-Con-201) exam on the first attempt. If you want a promotion or leave your current job, you should consider achieving a professional certification like Salesforce Certified Service Cloud Consultant (Service-Con-201) exam. You will need to pass the Salesforce Service-Con-201 exam to achieve the Salesforce Certified Service Cloud Consultant (Service-Con-201) certification.

Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 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.
Topic 5	<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 6	<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.

Salesforce Certified Service Cloud Consultant Sample Questions (Q210-Q215):

NEW QUESTION # 210

Cloud Kicks has recently implemented two-way mobile messaging to increase the efficiency of the support team. The company uses key performance indicators (KPIs) to measure the success of the implementation.

Which metric should a consultant use to measure the effectiveness of two-way mobile messaging?

- A. Reduced Call Volume
- B. Total Open Cases
- **C. Average Handle Time**

Answer: C

Explanation:

To measure the effectiveness of two-way mobile messaging, the Average Handle Time (AHT) metric is suitable. AHT assesses the efficiency of conversations and problem resolution through messaging, providing insights into how this channel impacts support team performance and customer satisfaction, helping to evaluate the success of the implementation.

NEW QUESTION # 211

Universal Containers (UC) wants to improve case management by assigning cases to agents based on their relevant product specialization. UC also wants to automatically assign agents to the next case to evenly distribute the case workload.

- A. Use Most Cases Closed report.
- **B. Use the Most Available routing model.**
- C. Use the agents' Presence Status.

Answer: B

Explanation:

The Most Available routing model in Omni-Channel automatically assigns the next case to the agent with the most remaining capacity, ensuring fair and even workload distribution. It can be combined with skills-based routing so that only agents with the appropriate product specialization receive the case.

Option B (Presence Status) only defines whether an agent is available but doesn't control assignment logic.

Option C (report) is a performance tracking tool, not a routing mechanism.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Configure Routing Models in Omni-Channel."

Salesforce Winter '23 Release Notes - Skills-Based Routing Enhancements.

NEW QUESTION # 212

The Universal Containers (UC) customer support organization has implemented Knowledge-Centered Support (KCS) in its call center. However, the call center management thinks that agents should contribute new Knowledge articles more often.

What should UC do to address this situation?

- **A. Measure and reward agents based on the number of new articles approved for publication.**
- B. Require agents to check a box on the case when submitting a new suggested article.
- C. Measure and reward agents based on the number of new articles submitted for approval.

Answer: A

Explanation:

To encourage agents to contribute more frequently to the Knowledge base, implementing a system to measure and reward agents based on the number of their articles approved for publication is recommended. This incentivizes quality contributions and ensures that new content meets the organization's standards before being added to the Knowledge base.

NEW QUESTION # 213

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

Answer: B

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 case context, enhancing efficiency and accuracy in resolving customer queries.

NEW QUESTION # 214

Universal Containers wants customers to have the ability to log cases with structured data and route based on urgency and product line.

How should a consultant accomplish this?

- **A. Standard Web-to-Case with assignment rules**
- B. Omni-Channel with prioritized queues
- C. Standard Email-to-Case with assignment rules

Answer: A

Explanation:

To enable customers to log cases with structured data and route them based on urgency and product line, using Standard Web-to-Case with assignment rules is recommended. This feature allows for the creation of web forms that customers can fill out, which then become cases in Salesforce. Assignment rules can then be used to automatically route these cases to the appropriate teams or agents based on predefined criteria, ensuring efficient and relevant case handling.

NEW QUESTION # 215

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