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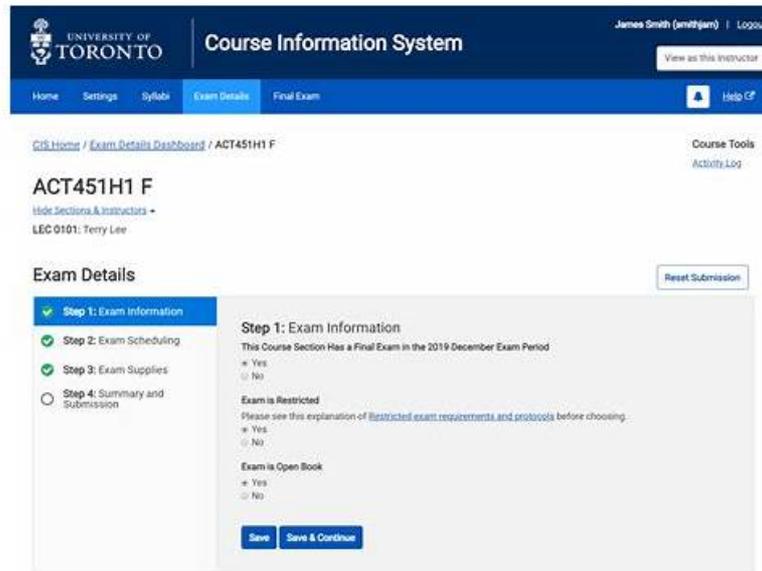
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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.
Topic 3	• 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	• 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	• Integrations: This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.
Topic 6	• 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.

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Salesforce Certified Service Cloud Consultant Sample Questions (Q124-Q129):

NEW QUESTION # 124
Universal Containers wants to develop a new Case Management solution. The end-to-end solution will include integrations with third-party systems.
Following best practices, which development and deployment path should a consultant recommend?

- A. Set up separate sandboxes for development, quality assurance, and user acceptance testing, and then move the features to production.
- B. Develop in one sandbox, complete quality assurance in a different sandbox, and then perform user acceptance and integration testing in production.
- C. Develop and test Salesforce functionality in one sandbox, and then rebuild the functionality in production.

Answer: A

Explanation:
Following best practices for developing a new Case Management solution that includes third-party integrations, it's advisable to use separate sandboxes for different stages of development. This approach allows for isolated environments to develop, test, and validate features before deployment to production, minimizing risks and ensuring that new functionalities meet user requirements and work as expected in an integrated ecosystem.

NEW QUESTION # 125
Cloud Kicks has recently started using Entitlements within its support process. Service agents are selecting entitlements with similar names that are incorrectly associated with the account assigned on the case.
What should a consultant recommend to meet the requirements and help service agents?

- A. Enable lookup filters.
- B. Configure a Quick Action.
- C. Set OWD sharing to Private.

Answer: A

Explanation:
Lookup filters can be used to restrict the Entitlements that service agents can select based on specific criteria, such as the account associated with the case. By enabling lookup filters, Cloud Kicks can ensure that agents are only presented with relevant entitlements, reducing the risk of selecting incorrect entitlements and improving the support process's efficiency.

NEW QUESTION # 126
Universal Containers (UC) hired agents in an expansion of the contact center. Getting agents up to speed and fully productive is a priority. UC implemented a standardized agent-customer dialog to assist agents.
Which feature should a consultant integrate into the Service Console?

- A. Actions & Recommendations

- B. Einstein Next Best Action
- C. In-App Guidance

Answer: B

Explanation:
To assist new agents and enhance productivity, integrating Einstein Next Best Action into the Service Console is recommended. This feature provides agents with contextually relevant suggestions and standardized dialogues based on case details, guiding agents through interactions and ensuring consistent, high-quality customer service.

NEW QUESTION # 127

Universal Containers (UC) has a policy that requires all email traffic to remain within its firewall. UC receives up to 2,000 cases per day, some of which include large email attachments from customers.
When implementing Salesforce in this scenario, which solution should a consultant recommend?

- A. Email relay
- B. deg -Demand Email-to-Case
- C. Email-to-Case

Answer: C

Explanation:
For Universal Containers, which requires all email traffic to remain within its firewall and handles a high volume of cases with attachments, Email-to-Case is the recommended solution. Email-to-Case allows emails to be converted into cases within Salesforce while keeping email data secure within the company's firewall, accommodating the need for security and efficiency in handling customer cases.
Email-to-Case is the Salesforce standard for handling high-volume email processing securely. It allows for secure transmission via TLS encryption, and it can efficiently process large volumes (such as 2,000+ cases/day) including multiple attachments.
Salesforce Email-to-Case offers the scalability, encryption, and attachment handling required for compliance with secure email policies. It also allows for configuration of attachment size limits and filtering.
A custom email service might offer flexibility but would be costlier to maintain and implement, and Einstein Activity Capture is intended for syncing email/calendar data, not for case creation or secure intake of customer email attachments.

NEW QUESTION # 128

Universal Containers (UC) is planning to use Service Cloud Messaging to send SMS messages to customers. Messages are always between 175 and 255 characters.
What should the consultant recommend that UC use for messaging?

- A. SMS Long Code
- B. SMS Enhanced
- C. SMS Short Code

Answer: A

Explanation:
For sending SMS messages between 175 and 255 characters, using SMS Long Code is recommended. Long Codes are standard telephone numbers used for longer text message communications, suitable for more detailed SMS interactions with customers while providing a more personalized experience.

NEW QUESTION # 129

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