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

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</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>• 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>

## Salesforce Certified Service Cloud Consultant Sample Questions (Q20-Q25):

### NEW QUESTION # 20

Cloud Kicks provides support to customers in email, social, and chat channels. Managers want to find a way to improve service agent efficiency.

A recent study found agents spend a lot of time searching for articles, manually copying text from the article, and pasting it into responses.

What should a consultant recommend as a solution?

- A. Set up quick text options in the utility bar to add article links.
- **B. Configure Lightning Knowledge component and related list actions.**
- C. Configure Lightning Knowledge component to auto attach article PDF.

**Answer: B**

Explanation:

To improve agent efficiency in finding and using articles, configuring the Lightning Knowledge component and related list actions is advisable. This setup allows agents to easily search for, preview, and insert links to relevant Knowledge articles directly into their responses without leaving their workspace. This streamlined approach reduces the time spent on manual copying and pasting, enhancing productivity and ensuring consistent use of approved content.

### NEW QUESTION # 21

The support management team at Universal Containers has noticed an increase in wait times over the last several months when customers call in for support.

What should a consultant recommend to help decrease customer wait times?

- **A. Create reports to analyze data in order to understand peak times and ensure adequate.**
- B. Set up analytical snapshots to capture key case information and create historical trending reports.
- C. Create case escalation rules to route high-priority cases directly to supervisors for resolution.

**Answer: A**

Explanation:

To decrease customer wait times, creating reports to analyze call volume and identify peak times is recommended. Understanding peak periods allows for strategic staffing and resource allocation, ensuring that enough agents are available to handle the increased volume, thus reducing customer wait times.

### NEW QUESTION # 22

Which Salesforce resource can be attached to a customer email using standard Case Management capabilities?

- **A. Knowledge articles suggested by Einstein**
- B. Upcoming Milestones for the Case's Entitlement
- C. Internal Chatter posts about the Case

**Answer: A**

Explanation:

Salesforce enables the attachment of Knowledge articles suggested by Einstein to customer emails as part of standard Case Management capabilities. This feature leverages Einstein's AI to suggest relevant articles based on case context, allowing agents to provide helpful information and resources directly to customers, enhancing support quality and efficiency.

### NEW QUESTION # 23

Cloud Kicks is thinking about implementing Swarming in Slack to allow multiple experts to collaborate on cases. What is a consideration of this approach?

- A. Swarms can only be created in new channels created for the issue.
- B. When users are added to the channel, they cannot see historical posts.
- C. Swarm channels default to public channels in Slack.

#### Answer: B

Explanation:

When using Service Cloud Swarming in Slack, one limitation is that new users added to a swarm channel cannot see historical messages that occurred before they joined. This behavior is based on Slack's privacy and data-access model.

Swarming creates a new Slack channel or thread per case, enabling collaboration across departments, but message visibility for late joiners remains restricted.

Option A is incorrect-swarm channels are private by default to protect case data.

Option C is partially true (new channels are created for issues), but it is not the key consideration Salesforce identifies for planning purposes.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Service Cloud Swarming Enhancements in Slack.

Service Cloud Consultant Exam Guide - Service Cloud Solution Design Domain.

Salesforce Help: "Considerations for Using Swarming with Slack."

### NEW QUESTION # 24

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, contract line items, milestone, and entitlements
- C. Entitlement processes, contracts, contract line items, 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 # 25

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