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## Salesforce Service-Con-201 Exam

### Salesforce Certified Service Cloud Consultant

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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>• <b>Industry Knowledge:</b> This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.</li> </ul>                                                                |
| Topic 3 | <ul style="list-style-type: none"> <li>• <b>Contact Center Analytics:</b> This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.</li> </ul>                                                                 |
| Topic 4 | <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> |
| Topic 5 | <ul style="list-style-type: none"> <li>• <b>Integrations:</b> This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.</li> </ul>                                                                  |

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## Salesforce Certified Service Cloud Consultant Sample Questions (Q200-Q205):

### NEW QUESTION # 200

How should a consultant configure a report that shows the average number of days that Cases stay open?

- A. Create a report snapshot of the number of open Cases each day.
- **B. Create a formula field on Case to calculate the average age.**
- C. Use the standard Case age field on the report.

**Answer: B**

Explanation:

To report the average number of days that Cases stay open, creating a formula field on the Case object to calculate the age of each case is effective. This formula can calculate the difference between the case creation date and the current date (for open cases) or the closed date (for closed cases). A report can then aggregate this data to calculate the average age of cases, providing insights into case resolution times.

### NEW QUESTION # 201

Cloud Kicks (CK) started out as a small shoe company. Now, CK is growing and needs to meet changing customer expectations while also uplifting agent skill sets and organizational success.

In which order would a consultant work through a high-level discussion and planning session with CK?

- A. Gather organizational vision, match appropriate metrics, plan for user feedback, and map processes.
- B. Gather organizational vision, map processes, plan for user feedback, and define metrics.
- **C. Gather organizational vision, map processes, plan metrics, and plan for user feedback.**

**Answer: C**

Explanation:

In planning sessions with Cloud Kicks, the recommended approach is to first gather organizational vision, then map out processes, plan key performance metrics, and finally, incorporate a plan for gathering user feedback. This structured approach ensures alignment with organizational goals, efficiency in processes, measurable outcomes, and continuous improvement based on feedback.

### NEW QUESTION # 202

Universal Containers (UC) is coaching new service agents to improve their productivity and service quality. The agents must understand how to intake a case, mark the required fields for product issues, how to wrap up a case, and how to escalate a case. Which solution should the consultant advise that service supervisors use to meet these requirements?

- A. Place a flow in a Flow component on the case record. Add a custom field to the flow for tracking progress. Create a custom report type for providing the metric.
- B. Create an Omni-Flow for routing. Use a Screen Pop that serves a flow and the interaction record for the service agent. Report on the Average Handle Time and CSAT.
- C. Set up steps with flows in an Actions & Recommendations deployment. Add the component to the service agent record page. Use Action History to spot check adherence.

**Answer: C**

Explanation:

Comprehensive and Detailed

Actions & Recommendations in Salesforce allows for the creation of guided processes for agents, ensuring consistency and adherence to best practices. By setting up steps with flows in an Actions & Recommendations deployment, supervisors can provide structured guidance to agents on case intake, field completion, case wrap-up, and escalation procedures. The Action History feature enables supervisors to monitor adherence to these processes.

From Salesforce Help:

"Use the Actions & Recommendations component to walk users through multiple-step procedures, ensuring consistency and adherence to best practices."

-Use the List in the Actions & Recommendations Component

This approach provides a scalable and trackable method for training and guiding new service agents.

### NEW QUESTION # 203

The customer 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.

- A. Einstein Article Recommendations
- B. Einstein Reply Recommendations
- C. Einstein Bots

**Answer: A**

Explanation:

Einstein Article Recommendations analyzes past cases, content usage, and agent activity to automatically suggest the most relevant Knowledge Articles in the Service Console. This reduces search time, improves accuracy, and significantly decreases case resolution times.

Option A (Einstein Bots) automates customer self-service but doesn't assist agents in article retrieval.

Option C (Einstein Reply Recommendations) provides quick response text for messaging and chats, not knowledge lookup.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Knowledge Management Domain.

Salesforce Help: "Set Up Einstein Article Recommendations."

Salesforce Winter '23 Release Notes - Einstein for Service Enhancements (Article Recommendations).

### NEW QUESTION # 204

Universal Containers has recently implemented Chat and is looking for recommendations about how to improve agents' ability to find the appropriate answer while chatting with customers.

What should a consultant recommend to meet this requirement?

- A. Einstein Article Recommendations
- B. Einstein Reply Recommendations
- C. Action & Recommendations component

**Answer: A**

Explanation:

To improve agents' ability to find appropriate answers during chat sessions with customers, implementing Einstein Article Recommendations is recommended. This feature uses AI to suggest relevant Knowledge articles to agents based on the context of the chat, enhancing the efficiency of information retrieval and the quality of customer support.

## NEW QUESTION # 205

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