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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	• Integrations: This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.
Topic 2	• 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 3	• Knowledge Management: This domain covers Knowledge article lifecycle, Knowledge Centered Service methodology, and configuring Salesforce Knowledge for agent support and self-service processes.
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	• Implementation Strategies: This domain focuses on consulting engagement participation, deployment and training recommendations, and considerations for data migration, quality, governance, and large data volumes.

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Salesforce Certified Service Cloud Consultant Sample Questions (Q99-Q104):

NEW QUESTION # 99
Ursa Major Solar (UMS) provides customers with remote monitoring of solar panels. When there are issues with the service, such as a power outage, UMS needs to provide service agents, operations teams, and customers with full visibility into the issue.
What is the recommended feature to meet the requirements?

- A. Workforce Engagement
- B. Incident Management
- C. Field Service Management

Answer: B

Explanation:
Incident Management in Salesforce is designed to provide visibility and coordination during service disruptions or issues. For Ursa Major Solar, this feature would allow service agents, operations teams, and customers to have a centralized view and updates on power outages or service issues, facilitating communication and resolution efforts across all stakeholders involved in the incident.

NEW QUESTION # 100
Service agents need to send emails with attachments to customers based on the case details.
Which Lightning Service Console feature should a consultant use to meet the requirement?

- A. Lightning Knowledge
- B. Custom case actions
- C. Quick text template

Answer: B

Explanation:
To facilitate service agents sending emails with attachments based on case details, configuring custom case actions in the Lightning Service Console is recommended. These actions can be tailored to include email templates and attachment options, streamlining the process for agents and enhancing case resolution efficiency.

NEW QUESTION # 101
Service Console users work on dozens of cases at a time and often need to update a case they worked on earlier in the day.
What should a consultant recommend?

- A. Keep all cases open in tabs.
- B. Create a custom dashboard.
- C. Add History to the Utility bar.

Answer: C

Explanation:
For Service Console users who need to efficiently revisit cases worked on earlier, adding the History component to the Utility Bar is recommended. This provides quick access to recently viewed records, enabling users to navigate back to previous cases without keeping all cases open in tabs, enhancing productivity and case management efficiency.

NEW QUESTION # 102
Universal Containers is training a new set of service agents. Part of the training includes handling messaging from customers. However, it is important that contact center managers monitor the messaging sessions to ensure the service agents' responses are professional and accurate and that the managers are able to assist when needed.
Which Lightning Console feature should a consultant configure to support this need?

- A. Chat Supervisor tab and Whisper Messages
- B. Omni-Channel Supervisor and Whisper Messages
- C. Incident Management tab and Whisper Messages

Answer: B

Explanation:
To enable contact center managers to monitor messaging sessions and provide guidance to service agents, configuring the Omni-Channel Supervisor feature along with Whisper Messages is recommended. This setup allows managers to oversee agent-customer interactions in real-time and offer discreet advice to agents during messaging sessions, ensuring professionalism and accuracy in responses.

NEW QUESTION # 103

Cloud Kicks has hired a Service Cloud Consultant to build out its reports. The consultant has created a Case History report to track the history of standard and custom fields on cases and solutions where field histories are set up for tracking.
What should the consultant keep in mind when working on this report type?

- A. The Data Type and New Value fields are available for viewing only.
- B. The Old Value and New Value fields are available for viewing only.
- C. The User and New Value fields are available for viewing only.

Answer: B

Explanation:
In a Case History report, Salesforce tracks field changes for any fields that have field history tracking enabled. For each tracked field, the Old Value and New Value are recorded, providing an audit trail of how and when data changed. These two fields - Old Value and New Value - are available for viewing only and cannot be edited or updated.
This report helps service managers analyze how cases evolve over time and identify process bottlenecks or data integrity issues.
Option A is incorrect because "Data Type" is not a tracked field in history reports.
Option B is incorrect because the "User" field (who made the change) is editable in user management, not view-only within this report type.
Referenced Salesforce Materials:
Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.
Salesforce Help: "Case History Reports and Field History Tracking Behavior." Salesforce Trailhead: "Track Field History for Auditing and Reporting."

NEW QUESTION # 104

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