

# Training Service-Con-201 Kit & Service-Con-201 Reliable Exam Brainsdumps



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With the development of IT technology in recent, many people choose to study IT technology which lead to lots of people join the IT industry. So, the competition is in fierce in IT industry. With working in IT industry and having IT dream, you don't expect to be caught up by other people which need you to improve your IT skills to prove your ability. How do you want to prove your ability? More and more people prove themselves by taking IT certification exam. Do you want to get the certificate? You must first register Salesforce Service-Con-201 Exam. Service-Con-201 test is the important exam in Salesforce certification exams which is well recognized.

## 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>Industry Knowledge: 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>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 4	<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 5	<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 6	<ul style="list-style-type: none"> <li>• <b>Implementation Strategies:</b> This domain focuses on consulting engagement participation, deployment and training recommendations, and considerations for data migration, quality, governance, and large data volumes.</li> </ul>

>> **Training Service-Con-201 Kit** <<

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### Salesforce Certified Service Cloud Consultant Sample Questions (Q102-Q107):

#### NEW QUESTION # 102

Cloud Kicks needs to onboard new employees and deliver new hire training more efficiently.

This includes providing access to job information such as benefits, internal job openings, and mandatory employee training. What should the consultant recommend to meet the requirements?

- **A. Trailhead**
- B. Einstein Next Best Action
- C. Experience Cloud site

**Answer: A**

Explanation:

For efficient onboarding and training of new employees, including access to job information, benefits, internal job openings, and mandatory training, Trailhead is the recommended solution. Trailhead provides a gamified, interactive learning experience, allowing employees to engage in self-paced learning modules tailored to their roles and the organization's processes.

#### NEW QUESTION # 103

A business-to-consumer (B2C) company wants to decrease service costs. Currently, customers pay invoices and update their contact information by mailing paper paystubs back to the company.

What is the recommended solution to meet the requirements?

- A. Einstein Bots with check processing
- B. Service Cloud Voice with Tele-pay
- **C. Experience Cloud with payment processing**

**Answer: C**

Explanation:

To decrease service costs and modernize the process of paying invoices and updating contact information, implementing an Experience Cloud site with integrated payment processing capabilities is recommended. This allows customers to manage their accounts and transactions online, reducing reliance on paper-based processes and enhancing overall efficiency.

#### NEW QUESTION # 104

A recent review of customer satisfaction surveys revealed that the support center does a poor job of upselling new products to customers. Customers report dissatisfaction when calling for service issues and receiving a sales pitch instead. However, customers

that have been upsold new products are two times more likely to remain a customer.

What is the recommended method to ensure upselling only occurs when customers are likely to be receptive to the offer?

- A. Service Analytics Predictions
- **B. Einstein Next Best Action**
- C. Visual Remote Assistant

**Answer: B**

Explanation:

To ensure upselling occurs only when customers are likely to be receptive, implementing Einstein Next Best Action is recommended. This tool uses AI to suggest the most appropriate actions or offers to service agents based on customer context and interaction history, increasing the likelihood of a positive response to upselling efforts while maintaining customer satisfaction.

#### **NEW QUESTION # 105**

Universal Containers (UC) is preparing to implement Service Cloud and wants to onboard its global support team. UC is gathering feedback from the support team about how they will use Service Cloud. Requirements gathering sessions have resulted in a large set of deliverables.

What should a consultant recommend as the next step?

- A. Prioritize the requirements based on the stakeholder who submitted them.
- B. Prioritize the requirements based on requests from the regions.
- **C. Identify and prioritize the requirements for the minimum viable product.**

**Answer: C**

Explanation:

Identifying and prioritizing the requirements for a minimum viable product (MVP) allows for a focused and phased approach to the Service Cloud implementation. This strategy ensures that the most critical functionalities are developed and deployed first, providing immediate value while allowing for iterative enhancements based on feedback and additional requirements.

#### **NEW QUESTION # 106**

As part of a service improvement project, Cloud Kicks (CK) has implemented Knowledge management for its support agents. Several months after the implementation, CK management notices an inconsistency in reported customer satisfaction. Key performance Indicators (KPIs) show a decrease; however, many customers have provided testimonials about great support experiences.

Which KPI could help explain the disparity?

- A. Measure cases with and without articles attached with high net promoter scores (NPS),
- **B. Measure cases with and without articles attached with high CSAT scores.**
- C. Measure cases with and without articles attached based on case status.

**Answer: B**

Explanation:

To understand the disparity in customer satisfaction reports, measuring cases with and without Knowledge articles attached, and correlating them with high Customer Satisfaction (CSAT) scores can provide insights. This KPI could reveal whether the use of Knowledge articles directly impacts customer satisfaction, helping to explain the inconsistency between KPIs and customer testimonials.

#### **NEW QUESTION # 107**

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