

Service-Con-201 Online Version | Service-Con-201 Exam Brindumps



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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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 3	<ul style="list-style-type: none">Contact Center Analytics: This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.
Topic 4	<ul style="list-style-type: none">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 (Q164-Q169):

NEW QUESTION # 164

Cloud Kicks customers need a method to create cases without a login. Managers are concerned that public options will increase the number of spam cases created.

What is the recommended option to prevent the creation of spam cases?

- A. Web-to-Case with Einstein Case Classification
- B. On-Demand Email-to-Case Threading
- C. Web-to-Case with reCAPTCHA enabled

Answer: C

Explanation:

To enable case creation without login while preventing spam, using Web-to-Case with reCAPTCHA enabled is recommended. reCAPTCHA provides an additional layer of security by verifying that case submissions are made by humans, effectively reducing the likelihood of spam cases and maintaining the integrity of case data in Salesforce.

NEW QUESTION # 165

Cloud Kicks (CK) wants to provide its authenticated customers with a top-tier support experience. CK Ants to allow asynchronous conversations, conversations across devices, and Estimated Wait Time transparency. CK currently uses an external website to deliver its chat support offering.

What should a consultant recommend to provide these newer capabilities?

- A. AppExchange package
- B. Messaging for Web
- C. Einstein Bots

Answer: B

Explanation:

To provide top-tier support features such as asynchronous conversations, cross-device support, and Estimated Wait Time transparency, Messaging for Web is recommended. This feature enhances the chat support experience on external websites, offering modern communication capabilities that meet customer expectations for flexible and informed support interactions.

NEW QUESTION # 166

In the build phase of a Service Cloud implementation for Universal Containers, which activity should a consultant prioritize to ensure the system aligns with the client's business processes and requirements?

- A. Develop training materials after configuring the application to prepare for user adoption.
- B. Migrate data to the sandbox environment and verify successful migration.
- C. Configure, develop, and test the application in a sandbox environment.

Answer: C

Explanation:

In the build phase of a Service Cloud implementation, prioritizing the configuration, development, and testing of the application in a sandbox environment is crucial. This ensures that the system is aligned with the client's business processes and requirements before deployment, facilitating a smooth transition and successful implementation.

NEW QUESTION # 167

Ursa Major Solar provides support with service-level agreements (SLAs) for high-priority cases. Lower Priority cases have different response times. The service center uses Omni-Channel to manage work items. However, many recently created, high-priority cases exceed the service deadline.

Which setting should a consultant configure to meet the requirements?

- A. Secondary Routing Priority
- B. Capacity Model
- C. Skills-Based Routing

Answer: A

Explanation:

To address the issue of high-priority cases exceeding service deadlines, configuring Secondary Routing Priority in Omni-Channel is recommended. This setting allows prioritization of high-priority work items, ensuring they are routed and addressed by agents promptly, in alignment with SLA commitments.

NEW QUESTION # 168

An Agentforce Service Agent needs to access and update Case records, retrieve information from Knowledge articles, and run flows to automate certain processes for unauthenticated customer sessions.

- A. Use Organization-Wide Sharing Defaults (OWD) and filters at the topic/action level.
- B. Grant the AI agent user the "System Administrator" profile for maximum compatibility.
- C. Use the "New Agent User" option and use principle of least privilege to apply specific permissions.

Answer: C

Explanation:

Each Agentforce Service Agent operates through a dedicated agent user record in Salesforce, configured under the "New Agent User" option. The principle of least privilege should be applied-granting only the permissions needed for the AI agent to perform its defined actions, such as:

Reading/updating Case records,

Accessing Knowledge articles, and

Executing Flows relevant to its topics and actions.

This ensures secure access, especially when the AI interacts with unauthenticated sessions (e.g., guest users).

Option A is incomplete, as OWDs and filters don't manage AI user access directly.

Option C (System Administrator) violates security best practices by granting excessive permissions.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Agentforce Service Agent: Security and User Configuration Enhancements.

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Set Up Agentforce Service Agent Users and Permissions."

NEW QUESTION # 169

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