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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	• Implementation Strategies: This domain focuses on consulting engagement participation, deployment and training recommendations, and considerations for data migration, quality, governance, and large data volumes.
Topic 2	• Knowledge Management: This domain covers Knowledge article lifecycle, Knowledge Centered Service methodology, and configuring Salesforce Knowledge for agent support and self-service processes.
Topic 3	• Integrations: This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.
Topic 4	• Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.
Topic 5	• 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.
Topic 6	• 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.

Salesforce Certified Service Cloud Consultant Sample Questions (Q12-Q17):

NEW QUESTION # 12
Universal Containers has a case handling process that requires each case to go through a series of steps within a specified amount of time from case submission to case closure.
Which solution should a consultant recommend to meet these requirements?

- A. Implement Lightning flow with time-based actions.
- B. Define entitlements and milestones.
- C. Enable and configure Omni-Channel routing.

Answer: B

Explanation:
To manage a case handling process that requires each case to go through a series of time-bound steps, defining entitlements and milestones is the recommended solution. This setup allows for the specification of service levels, tracking progress against defined milestones, and ensuring cases progress in a timely manner from submission to closure.

NEW QUESTION # 13
Universal Containers is considering a Knowledge-Centered Support (KCS) implementation.
Which benefit can be expected from KCS adoption?

- A. Reduced need for self-service
- B. Reduced administrative overhead
- C. Reduced issue resolution time

Answer: C

Explanation:
Knowledge-Centered Support (KCS) focuses on integrating knowledge creation and maintenance into the problem-solving process.
By adopting KCS, organizations can expect a reduction in issue resolution time as service agents have quicker access to solutions and knowledge articles, enabling faster responses to customer inquiries and issues.

NEW QUESTION # 14

Universal Containers' service operations manager needs a historical report detailing service rep performance for all service channels. The report must include Active Time, Handle Time, Speed To Answer, and any reasons provided when reps decline work items.
Which solution should a Service Cloud Consultant recommend?

- A. Use the Omni Supervisor Service Reps tab.
- B. Configure the Wallboard tab to display Work Performance metrics.
- C. Build custom report type with 'Agent Work' as the primary object.

Answer: C

Explanation:
The Agent Work object stores detailed data on agent interactions - including Active Time, Handle Time, Speed to Answer, and Decline Reasons - across multiple channels. Building a custom report type with Agent Work as the primary object enables historical and analytical reporting across Omni-Channel and Messaging.
Option A (Omni Supervisor) provides real-time monitoring, not historical data.
Option B (Wallboard) offers operational dashboards, not customizable analytics for historical insights.
Referenced Salesforce Materials:
Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.
Salesforce Help: "Report on Agent Work and Omni-Channel Performance."
Salesforce Winter '23 Release Notes - Agent Work Reporting Enhancements.

NEW QUESTION # 15

Cloud Kicks asked a Service Cloud Consultant to help it determine its customer retention rate.
Which numbers does the consultant need to calculate an accurate rate?

- A. Customers at the start of a given period, customers at the end of that period, and old customers who returned during that period
- B. Customers at the start of a given period, customers at the end of that period, and customers lost during that period
- C. Customers at the start of a given period, customers at the end of that period, and new customers acquired during that period

Answer: C

Explanation:
In the Industry Knowledge domain, Salesforce defines customer retention rate as the percentage of customers retained over a given period, excluding newly acquired customers. The formula requires:
Thus, the correct variables are customers at the start, customers at the end, and new customers acquired during the period.
Option B and C include incorrect parameters-"old customers who returned" and "customers lost"-which are not used directly in retention rate formulas.
Referenced Salesforce Materials:
Service Cloud Consultant Exam Guide - Industry Knowledge Domain (metrics such as retention, churn, and customer satisfaction).
Salesforce Trailhead: "Measure Customer Retention and Churn" (defines retention rate calculation).

NEW QUESTION # 16

Cloud Kicks has a robust Service Cloud implementation for its customer service team. The software engineering team would like to track their projects within Salesforce.
Which solution should the consultant recommend?

- A. Create a new Case record type.
- B. Enable Feed Tracking.
- C. Install an AppExchange app.

Answer: C

Explanation:
For the software engineering team at Cloud Kicks to track projects within Salesforce, an AppExchange app dedicated to project management would be the most suitable solution. These apps are designed to handle project tracking functionalities, including task assignments, progress tracking, and collaboration features, tailored to project management needs. This approach allows for a

specialized tool that integrates with Salesforce, providing a seamless experience for the engineering team without repurposing or overextending the functionality of Service Cloud case management.

NEW QUESTION # 17

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