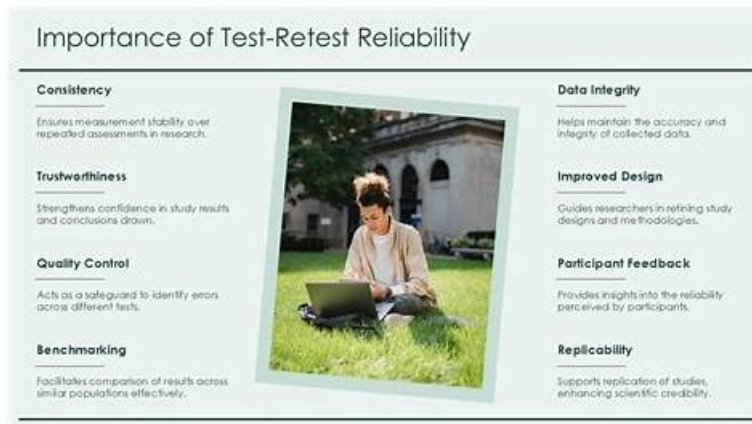


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## Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<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>
Topic 2	<ul style="list-style-type: none"> <li><b>Case Management:</b> 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 3	<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>
Topic 4	<ul style="list-style-type: none"> <li><b>Knowledge Management:</b> This domain covers Knowledge article lifecycle, Knowledge Centered Service methodology, and configuring Salesforce Knowledge for agent support and self-service processes.</li> </ul>

>> **Service-Con-201 Relevant Questions** <<

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## Salesforce Certified Service Cloud Consultant Sample Questions (Q45-Q50):

### NEW QUESTION # 45

Universal Containers wants to allow customers to send messages to agents in Service Console via their preferred mobile app. Which feature should a consultant recommend?

- A. Messaging
- B. Einstein Bots
- C. OmniStudio

**Answer: A**

Explanation:

To enable customers to send messages via their preferred mobile app to agents in the Service Console, the "Messaging" feature in Salesforce is recommended. This feature integrates various messaging platforms with the Service Cloud, allowing agents to communicate with customers through their preferred channels, enhancing customer experience and engagement.

### NEW QUESTION # 46

The support manager at Universal Containers is getting inaccurate support rep performance reports. After researching the data, the Salesforce admin has identified hundreds of cases that are closed but still owned by a queue.

- A. Create a case validation rule to ensure cases are owned by a user when closed.
- B. Create a case assignment rule to ensure cases are owned by a user when closed.
- C. Use Data Loader periodically to assign these cases to a default owner.

**Answer: B**

Explanation:

A Case Assignment Rule ensures that when cases are updated or closed, ownership is automatically reassigned based on defined criteria—such as routing to the correct agent or user queue. This prevents closed cases from remaining assigned to queues, which causes inaccurate reporting.

Option A (manual reassignment using Data Loader) is not scalable or automated.

Option B (validation rule) would prevent case closure until ownership changes, but it would disrupt agent workflows rather than resolve ownership automatically.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Case Management Domain.

Salesforce Help: "Use Case Assignment Rules to Automatically Assign Ownership." Salesforce Trailhead: "Automate Case Ownership and Routing."

### NEW QUESTION # 47

Universal Containers has decided to implement a Web-to-Case form on its website so customers can submit support requests instead of calling the customer service center. The product owner has asked the consultant to create the implementation plan and research solutions.

What should the consultant do before creating an implementation plan?

- A. Review Einstein Conversation Mining for Web-to-Case.
- B. Review guidelines and limits for Web-to-Case.
- C. Review Service Setup Assistant for Web-to-Case.

**Answer: B**

Explanation:

Before creating an implementation plan for Web-to-Case, reviewing the guidelines and limits for this feature is essential.

Understanding these constraints ensures that the implementation aligns with Salesforce's capabilities and limitations, facilitating a smooth and effective deployment of the Web-to-Case form.

### NEW QUESTION # 48

A company is planning for the migration of an existing external knowledge base into Salesforce Knowledge. Which set of factors should be considered when selecting the articles to migrate?

- A. Last modified date and total number of article view in the last year
- B. Original creation date and total number of article views in the last year
- C. Last modified date and terms searched frequently in the last year

**Answer: A**

Explanation:

When selecting articles for migration into Salesforce Knowledge, considering the last modified date and total number of article views in the last year is important. This ensures that the most current and frequently referenced content is prioritized, enhancing the relevance and utility of the knowledge base in Salesforce.

### NEW QUESTION # 49

Universal Containers wants to notify support managers when a new case has been untouched for more than 2 business hours. Which approach should a consultant implement?

- A. Create a Flow with a scheduled path.
- B. Configure Case Escalation rules.
- C. Establish Case Assignment rules.

**Answer: B**

Explanation:

Case Escalation Rules can be configured to escalate cases that have not been touched within a specified timeframe, such as 2 business hours. This ensures that support managers are notified when a case remains untouched beyond the set threshold, allowing for timely intervention and improved case management.

### NEW QUESTION # 50

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