

# Free Sample Service-Con-201 Questions & Simulations

## Service-Con-201 Pdf



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### 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>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 3	<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 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>Contact Center Analytics: 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>Implementation Strategies: This domain focuses on consulting engagement participation, deployment and training recommendations, and considerations for data migration, quality, governance, and large data volumes.</li> </ul>

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## Salesforce Certified Service Cloud Consultant Sample Questions (Q15-Q20):

### NEW QUESTION # 15

Universal Containers wants to provide its resellers a secure portal where they can share their customer accounts, submit and track the status of their cases, and view reports and dashboards.

Which solution should a consultant recommend?

- A. Partner Experience site
- B. Customer Experience site
- C. Employee Community

**Answer: A**

Explanation:

For providing resellers with a secure portal to share customer accounts, submit and track cases, and view reports, implementing a Partner Experience site is recommended. This solution offers a collaborative platform tailored for partners, enhancing communication, case management, and access to vital information, strengthening the partnership ecosystem.

### NEW QUESTION # 16

Cloud Kicks (CK) has created hundreds of Knowledge articles about its products. The articles have been attached to closed cases. A new product release will require changes to dozens of articles.

After revising the articles, CK wants to ensure that a prior article version stays associated with the closed cases.

What is the recommended method to meet the requirements?

- A. Add "updated" to the name of the new article.
- B. Select the Flag as new version checkbox when publishing.
- C. Use Smart Link to Article to select the prior version.

**Answer: B**

Explanation:

To ensure that prior versions of Knowledge articles remain associated with closed cases after updates, selecting the "Flag as new version" checkbox when publishing the revised articles is recommended. This approach maintains the link between closed cases and the specific article versions referenced at the time, preserving the accuracy of historical case resolutions.

### NEW QUESTION # 17

Universal Containers wants to direct cases based on the same criteria it applies to Messaging for In-App and Web (MIAW).

Which feature should a consultant recommend?

- A. Case Assignment rules
- B. Milestones & Entitlements processes
- C. Omni-Channel Routing

**Answer: C**

Explanation:

To direct cases with the same criteria applied to Messaging for In-App and Web (MIAW), utilizing Omni-Channel Routing is recommended. This feature enables the distribution of cases based on predefined criteria, ensuring that cases are routed to the appropriate agents or queues for efficient resolution, mirroring the strategy used for MIAW.

### NEW QUESTION # 18

Cloud Kicks (CK) wants to adopt artificial intelligence (AI) for improving case closure key performance indicators (KPIs) and

product support planning within its Service organization. CK has at least 1,000 closed cases from which it can predict accurate values for fields that are empty. CK has yet to implement any Einstein AI products.

Which approach should the consultant recommend to start AI efforts at CK?

- A. Review and address Case data issues and set up Einstein Article Recommendations.
- B. Confirm there are enough closed cases and turn on Einstein Service AI Grounding with Cases.
- **C. Review and address Case data issues and set up Einstein Classification Apps.**

**Answer: C**

Explanation:

To start AI efforts for improving case closure KPIs and product support planning, reviewing and addressing case data quality issues is essential before setting up Einstein Classification Apps. This approach ensures the AI models are trained on clean, reliable data, enhancing the accuracy of predictions for empty fields and overall effectiveness of the AI implementation in the Service organization.

#### NEW QUESTION # 19

Which feature should a consultant recommend to prompt a Tier 2 service representative to take over case processing from Tier 1 and know how far Tier 1 had progressed in troubleshooting?

- A. Einstein Next Best Action
- **B. Path for Cases**
- C. Escalation Rules

**Answer: B**

Explanation:

To assist a Tier 2 service representative in taking over case processing from Tier 1 and understanding the troubleshooting progress, "Path for Cases" is recommended. Path visually guides agents through the different stages of a case, providing them with the necessary context and guidance at each step. This feature helps in streamlining the handover process and ensures that Tier 2 representatives are immediately aware of the actions taken by Tier 1, enhancing efficiency and case resolution times.

#### NEW QUESTION # 20

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