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Salesforce Admin 201 Exam Practice Questions With Complete Solutions (Latest Updated 2024/2025) Graded 100%

1. What should a system administrator use to disable access to a custom application for a group of users?

A. Profiles

B. Sharing rules

C. Web tabs

D. Page layouts - ✓✓A. Profiles

2. Universal Containers needs to track the manufacturer and model for specific car companies. How can the system administrator ensure that the manufacturer selected influences the values available for the model?

A. Create the manufacturer field as a dependent picklist and the model as a controlling picklist.

B. Create a lookup field from the manufacturer object to the model object.

C. Create the manufacturer field as a controlling picklist and the model as a dependent picklist.

D. Create a multi-select picklist field that includes both manufacturers and models. - ✓✓C. Create the manufacturer field as a controlling picklist and the model as a dependent picklist.

3. Sales representatives at Universal Containers need assistance from product managers when selling certain products. Product managers do not have access to opportunities, but need to gain access when they are assisting with a specific deal. How can a system administrator accomplish this?

A. Notify the product manager using opportunity update reminders.

B. Enable opportunity teams and allow users to add the product manager.

C. Use similar opportunities to show opportunities related to the product manager.

D. Enable account teams and allow users to add the product manager. - ✓✓B. Enable opportunity teams and allow users to add the product manager.

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Salesforce Certified Service Cloud Consultant Sample Questions (Q31-Q36):

NEW QUESTION # 31
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. Migrate data to the sandbox environment and verify successful migration.
- B. Configure, develop, and test the application in a sandbox environment.
- C. Develop training materials after configuring the application to prepare for user adoption.

Answer: B

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 # 32
Cloud Kicks (CK) uses Lightning Experience and Lightning Knowledge in its service center. CK wants an easy way for service agents to create new articles when closing a case. The new article should include appropriate details from the case to make it useful for others.

- A. Create a Quick Action to map case fields to a new article.
- B. Develop a globally-shared macro to create a new article.
- C. Use a trigger to automatically create a new article.

Answer: A

Explanation:
Quick Actions in Lightning Experience allow admins to configure guided flows or prefilled forms that map case data to a new Knowledge Article. This is a standard and recommended approach to help service reps efficiently publish helpful content during case closure.
Option A (trigger) would require custom development and is unnecessary for this standard use case.
Option B (macro) automates console actions but cannot create Knowledge articles with mapped case data.
Referenced Salesforce Materials:
Service Cloud Consultant Exam Guide - Knowledge Management Domain.
Salesforce Help: "Create Knowledge Articles from Cases Using Quick Actions." Salesforce Spring '24 Release Notes - Lightning Knowledge Authoring Enhancements.

NEW QUESTION # 33
Cloud Kicks (CK) started out as a small shoe company. Now, CK is growing and needs to meet changing customer expectations while also uplifting agent skill sets and organizational success.
In which order would a consultant work through a high-level discussion and planning session with CK?

- A. Gather organizational vision, map processes, plan for user feedback, and define metrics.
- B. Gather organizational vision, map processes, plan metrics, and plan for user feedback.
- C. Gather organizational vision, match appropriate metrics, plan for user feedback, and map processes.

Answer: B

Explanation:
In planning sessions with Cloud Kicks, the recommended approach is to first gather organizational vision, then map out processes, plan key performance metrics, and finally, incorporate a plan for gathering user feedback. This structured approach ensures alignment with organizational goals, efficiency in processes, measurable outcomes, and continuous improvement based on feedback.

NEW QUESTION # 34
Universal Containers has implemented Service Cloud. The company needs key performance indicators (KPIs) to ensure that its customer support center is profitable.
Which metric should a consultant use to help executive management understand support center costs?

- A. All Open Cases by Priority
- B. Case Resolution Time
- C. All Cases by Customer

Answer: B

Explanation:
Case Resolution Time is a critical KPI for understanding support center costs. It measures the average time taken to resolve customer cases, directly impacting labor costs and resource allocation. By monitoring and optimizing Case Resolution Time, executive management can identify efficiency improvements, manage staffing requirements more effectively, and ultimately reduce the cost of operating the customer support center.

NEW QUESTION # 35
Cloud Kicks (CK) recently implemented Knowledge-Centered Support (KCS) to improve the expertise of its agents. The pilot focused on creating articles for the most common support topics. After the pilot, customer satisfaction has improved and average call time has decreased. To continue improving support key performance indicators (KPIs), CK wants to know where to focus its efforts next.
What should a consultant recommend that CK do next?

- A. Use the Search Activity Gaps dashboard component.
- B. Allow agents to create and publish articles independently.
- C. Detach articles from cases to reset statistics.

Answer: A

Explanation:
To continue improving support KPIs after implementing Knowledge-Centered Support (KCS), utilizing the Search Activity Gaps dashboard component is recommended. This tool helps identify topics for which customers are searching but not finding satisfactory answers, guiding CK's efforts in creating new or updating existing articles to address these gaps and further enhance customer satisfaction and support efficiency.

NEW QUESTION # 36
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