New Service-Con-201 Exam Practice, Service-Con-201 Reliable Test Tutorial

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EXAM 2

Practice Exam A

- There are 110 possible points on this exam. The test is out of 100.

- You have one class session to complete this exam, but you should be able to complete it in less than that.

- Please turn off all cell phones and other electronic equipment.

- You are allowed a calculator for the exam. This calculator cannot be capable of storing equations. This calculator cannot double as a cell phone.

- Be sure to read all instructions and questions carefully.

- Remember to show all your work.

- Try all questions! You get zero points for questions that are not attempted.

- *Please print clearly and neatly.*

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Certified Service Cloud Consultant (Service-Con-201) web-based practice exam is compatible with all browsers and operating systems. No software installation is required to go through the web-based Salesforce Certified Service Cloud Consultant (Service-Con-201) practice test.

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

NEW QUESTION # 31
A consultant has been hired to integrate a client's phone system with the Service Console.
What is the consultant required to do during this integration?

- A. Add the utility bar to the app.
- B. Configure the CTI Adapter.
- C. Enable the Lightning Console.

Answer: B

Explanation:
During the integration of a client's phone system with the Service Console, configuring the Computer Telephony Integration (CTI) Adapter is a critical step. This involves setting up the interface between the phone system and Salesforce, enabling features like click-to-dial, call logging, and screen pops within the Service Console for improved agent efficiency.

NEW QUESTION # 32
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 Service Setup Assistant for Web-to-Case.
- C. Review guidelines and limits for Web-to-Case.

Answer: C

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 # 33
Universal Containers (UC) has Excel files of customer data maintained by its service reps. All of the service reps have worked with the same customer contacts. UC wants to ensure that its Salesforce instance has clean data.
Which best practice should a consultant recommend?

- A. Import the records and create a Flow to change the data type.
- B. Deduplicate the data before importing into Salesforce.
- C. Import the records and use Duplicate Management.

Answer: B

Explanation:
The best practice to ensure clean data in Salesforce when importing customer data from Excel files is to deduplicate the data before the import process. This involves identifying and merging duplicate records, ensuring that only unique and accurate data is imported into Salesforce. This proactive step prevents data quality issues and maintains the integrity of the Salesforce database.

NEW QUESTION # 34
Universal Containers wants Salesforce to suggest Knowledge articles to agents based on information about the case.
Which solution should a consultant recommend?

- A. Add the Knowledge object to global search objects.
- B. Add the Knowledge component on the case Lightning record page.
- C. Add the Knowledge related list to the case page layout.

Answer: B

Explanation:
To enable Salesforce to suggest Knowledge articles to agents based on case information, adding the Knowledge component to the case Lightning record page is recommended. This component dynamically suggests relevant articles to agents as they work on cases, improving efficiency and providing agents with quick access to helpful information for case resolution.

NEW QUESTION # 35
Metrics show that Universal Containers has a high call abandonment rate using Service Cloud Voice.
Which strategy should a consultant recommend?

- A. Set up escalation rules.
- B. Set up assignment rules and case queues.
- C. Set up self-service Knowledge.

Answer: C

Explanation:
To address a high call abandonment rate, setting up self-service Knowledge in Service Cloud Voice is recommended. Providing customers with easy access to Knowledge articles enables them to find answers to their queries without the need for direct agent interaction, potentially reducing call volumes and call abandonment rates by offering alternative solutions.

NEW QUESTION # 36
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