

Authorized Service-Con-201 Pdf - Latest Service-Con-201 Exam Online

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 (Q155-Q160):

NEW QUESTION # 155

Universal Containers (UC) wants to improve case management by assigning cases to agents based on their relevant product specialization. UC also wants to automatically assign agents to the next case to evenly distribute the case workload. Which Omni-Channel feature meets the requirements?

- A. Use the most available routing model.
- B. Use Most Cases Closed report.
- C. Use the agents' Presence Status.

Answer: A

Explanation:

To assign cases based on agents' product specialization and ensure even distribution of case workload, using Omni-Channel's "Most Available" routing model is suitable. This model assigns work based on agents' capacity and specialization, balancing the workload among agents while ensuring cases are matched with the appropriate expertise.

NEW QUESTION # 156

Universal Containers is using WhatsApp to provide support to customers in Service Console. Agents would like to preview PDFs sent by customers from the chat window. What should a consultant recommend?

- A. Download the PDFs from the chat.
- B. Ask the customer to send the PDF via email.
- C. Use File Preview in the chat.

Answer: C

Explanation:

For agents who wish to preview PDFs sent by customers via WhatsApp in the Service Console, using File Preview functionality within the chat interface is recommended. This feature allows agents to view PDF attachments directly within the chat window, improving efficiency by eliminating the need to download files for review.

NEW QUESTION # 157

Universal Containers (UC) has hired a consulting firm to implement Service Cloud for its contact center for the first time. The project requires quick iterations and speedy completion. UC has requested frequent updates from the project team for check-ins and refinement.

Which methodology should the consultant recommend given the requirements?

- A. Waterfall
- B. Hybrid
- C. Agile

Answer: C

Explanation:

Given the requirements for quick iterations, speedy completion, and frequent updates, the Agile methodology is recommended. Agile allows for adaptive planning, evolutionary development, early delivery, and continuous improvement, facilitating rapid response to changes and ensuring close collaboration with the client for regular feedback and refinement.

NEW QUESTION # 158

Universal Containers (UC) recently expanded sales to Mexico and Canada. UC wants OmniChannel to route cases to agents who speak the customer's preferred language and have the right knowledge to solve the issue. Which solution should a consultant recommend to meet the requirements?

- A. Configure Case Assignment rule and Omni-Channel Supervisor.
- B. Configure Omni-Channel Queue-Based Routing.
- C. Configure Omni-Channel Skills-based Routing.

Answer: C

Explanation:

To meet the requirement of routing cases based on language proficiency and knowledge area, Omni-Channel Skills-based Routing is the best solution. Skills-based routing allows cases to be directed to agents who possess the specific skills required to handle the case, such as language fluency and product expertise, ensuring efficient and effective case resolution.

NEW QUESTION # 159

Universal Containers is migrating from Knowledge to Lightning Knowledge using the Lightning Knowledge Migration Tool and noticed that none of the article file attachments were migrated. How can a consultant migrate the file attachments?

- A. Use the Files Related List on each article to add files to the articles.
- B. Upload the files as Documents, then relate them to the migrated articles.
- C. Use the Lightning Knowledge Migration Tool and choose 'include files'.

Answer: A

Explanation:

When migrating to Lightning Knowledge, file attachments from Classic Knowledge articles do not automatically transfer. To migrate these file attachments, consultants can manually add files to the corresponding Lightning Knowledge articles using the Files Related List. This approach ensures that all relevant attachments are associated with the correct articles, maintaining the integrity and usefulness of the Knowledge base post-migration.

NEW QUESTION # 160

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