

New Service-Con-201 Test Pattern, Valid Service-Con-201 Test Labs



BONUS!!! Download part of TorrentExam Service-Con-201 dumps for free: <https://drive.google.com/open?id=1uW4CgMBOqWzJ9Zq-HWF4FGV0GU9g3KM7>

there are free trial services provided by our Service-Con-201 preparation braindumps-the free demos. On the one hand, by the free trial services you can get close contact with our products, learn about our Service-Con-201 study guide, and know how to choose the most suitable version. On the other hand, using free trial downloading before purchasing, I can promise that you will have a good command of the function of our Service-Con-201 training prep.

Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	Knowledge Management: This domain covers Knowledge article lifecycle, Knowledge Centered Service methodology, and configuring Salesforce Knowledge for agent support and self-service processes.
Topic 2	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.
Topic 3	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.
Topic 4	Contact Center Analytics: This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.

>> New Service-Con-201 Test Pattern <<

Valid Service-Con-201 Test Labs & Valid Service-Con-201 Test Camp

It is normally not a bad thing to pass more exams and get more certifications. In fact to a certain degree, Salesforce certifications will be magic weapon for raising position and salary. Finding latest Service-Con-201 valid exam questions answers is the latest and simplest method for young people to clear exam. Our exam dumps include PDF format, soft test engine and APP test engine three versions. Service-Con-201 Valid Exam Questions answers will cover all learning materials of real test questions.

Salesforce Certified Service Cloud Consultant Sample Questions (Q158-Q163):

NEW QUESTION # 158

A large appliance company wants to reduce case volume by handling common customer inquiries such as order tracking, appointment rescheduling, and basic troubleshooting through an AI solution. The company requires the solution to:

- * Automatically retrieve real-time order and appointment data via custom APIs.
- * Offer dynamic reasoning to handle varied and complex phrasing from customers.
- * Be fully extensible with memory and decision-making capabilities during multi-turn conversations.

- A. Agentforce Employee Agent
- **B. Agentforce Service Agent**
- C. Einstein Bot

Answer: B

Explanation:

Agentforce Service Agent is Salesforce's generative AI-powered conversational agent designed to handle multi-turn, dynamic conversations. It can integrate with custom APIs, maintain memory across interactions, and execute custom actions for complex service tasks like order tracking and appointment management.

Option A (Einstein Bot) handles structured, predefined flows but lacks dynamic reasoning and memory.

Option B (Employee Agent) is designed for internal employee support, not customer-facing interactions.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Agentforce Service Agent: Generative AI Capabilities.

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Use Agentforce Service Agent for Complex Customer Conversations."

NEW QUESTION # 159

Universal Containers wants to ensure the contracted service level requirements for its customers are being met.

What should a consultant configure to meet this requirement?

- A. Entitlement processes, contract line items, milestone, and entitlements
- **B. Entitlement processes, milestones, milestone actions, and entitlements**
- C. Entitlement processes, contracts, contract line items, and entitlements

Answer: B

Explanation:

To ensure that contracted service level requirements are met, Salesforce provides a structured approach through Entitlement Management. This framework allows organizations to define, enforce, and monitor service levels for customer support.

Key Components:

Entitlements: These represent the specific support terms agreed upon with customers, such as response times or support availability.

Entitlement Processes: These are timelines that outline the steps (milestones) your support team must complete to resolve cases or work orders.

Milestones: These are time-dependent steps within an entitlement process that represent service levels to be provided. Examples include First Response Time and Resolution Time.

Milestone Actions: These are automated actions triggered at specific points in a milestone, such as sending email alerts when a milestone is approaching violation or has been violated.

By configuring these components, Universal Containers can effectively monitor and ensure compliance with their service level agreements, providing timely and efficient support to their customers.

NEW QUESTION # 160

Universal Containers needs to provide contact center agents with access to a customer's payment history if the call concerns a billing problem. The following considerations need to be taken into account:

- * Billing data is stored in an external system containing over 20 million records.
- * Only the finance department has direct access to the billing system.

Which solution should a consultant recommend?

- **A. Configure Salesforce Connect and External Objects to the billing system**
- B. Integrate payment data into Salesforce from the billing system using custom objects.
- C. Create a custom tab that displays a search page from the billing system

Answer: A

Explanation:

To provide contact center agents with access to a customer's payment history from an external billing system, configuring Salesforce Connect to integrate External Objects is advised. This solution enables real-time access to billing data directly within Salesforce, eliminating the need for direct access to the external system and streamlining the process for agents handling billing-related inquiries.

NEW QUESTION # 161

Universal Containers implemented Case Management to support business-to-consumer (B2C) customers. One custom field includes the customer's Personal Identifiable Information (PII) data. When a case is submitted, an account manager requires Read-Only access and needs to view the customer's PII data. A support engineer requires Read and Write access but no visibility into the customer's PII data.

Which solution should a consultant recommend to meet the requirements?

- **A. Configure Case Team with Read Write and field-level security.**
- B. Configure OWD for the Case object and implement Salesforce Shield.
- C. Configure View All for the Case object and field-level security.

Answer: A

Explanation:

To meet the requirements of different access levels for account managers and support engineers, configuring Case Teams with appropriate roles and applying field-level security to the Personal Identifiable Information (PII) data field is advisable. This approach allows for granular control over access to case information and PII data, ensuring that each role has the necessary permissions while maintaining data privacy and security.

NEW QUESTION # 162

What should a consultant consider when implementing Salesforce Messaging functionality in a new Service Cloud instance?

- A. It should be deployed with Experience Builder.
- B. It is incompatible with Einstein Bots.
- **C. It should be routed via Omni-Channel.**

Answer: C

Explanation:

Salesforce Messaging (SMS, WhatsApp, and other digital channels) is designed to integrate with Omni-Channel for intelligent routing, agent capacity management, and real-time monitoring. This ensures messages are distributed efficiently among agents while leveraging presence and workload rules.

Option B is incorrect - Salesforce Messaging is compatible with Einstein Bots for automated responses.

Option C (Experience Builder) is unrelated to Salesforce Messaging setup, which is handled in the Messaging Settings and Omni-Channel configuration.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Enable and Route Salesforce Messaging Through Omni-Channel." Salesforce Spring '24 Release Notes - Digital Engagement Enhancements.

NEW QUESTION # 163

.....

Constantly updated multiple mock exams with a great number of questions that will help you in better self-assessment. Memorize all your previous Salesforce Certified Service Cloud Consultant (Service-Con-201) exam questions attempts and display all the changes in your results at the end of each Salesforce Service-Con-201 Practice Exam attempt. Users will be able to customize the Salesforce Certified Service Cloud Consultant (Service-Con-201) practice test software by time or question types. Supported on all Windows-based PCs.

Valid Service-Con-201 Test Labs: <https://www.torrentexam.com/Service-Con-201-exam-latest-torrent.html>

- [illegible]

P.S. Free 2026 Salesforce Service-Con-201 dumps are available on Google Drive shared by TorrentExam: <https://drive.google.com/open?id=1uW4CgMBOqWzJ9Zq-HWF4FGV0GU9g3KM7>