

Latest Service-Con-201 Test Format & Valid Service-Con-201 Test Questions

Part of Test	Section	Item Type	Time allowed
Introduction			Not timed
Part 1: Speaking & Writing	Section 1	Personal Introduction	1 Minute
	Section 2	Read aloud Repeat sentence Describe image Re-tell lecture Answer short question	30-35 Minutes
	Section 3-4	Summarize Written text	20 Minutes
	Section 5	Summarize written text or write essay	10 Or 20 Minutes
	Section 6	Write Essay	20 Minutes
Part 2: Reading		Multiple-choice, Choose single Answer	32-41 Minutes
		Multiple-choice, Choose Multiple Answer	
		Re-order paragraphs	
		Reading: Fill in the blanks	
Part 3: Listening	Section 1	Reading & writing: Fill in the blanks Summarize spoken text	20 or 30 Minutes
	Section 2	Multiple-choice, Choose Multiple Answer Fill in the blanks Highlight correct summary Multiple-choice, Choose single Answer Select missing word Highlight incorrect words Write from dictation	23-28 Minutes

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Salesforce Certified Service Cloud Consultant Sample Questions (Q240-Q245):

NEW QUESTION # 240

Universal Containers case managers receive a high volume of new cases daily and would like to improve efficiency across multiple teams with multiple disparate product specializations. Currently, all cases are automatically distributed evenly across all case managers, regardless of the case manager's knowledge of the products related to the case. What should a consultant recommend to modify the Case Assignment rules?

- A. Implement Skills-Based Routing.
- B. Implement Queue-Based Routing
- C. Implement Einstein Article Recommendations.

Answer: A

Explanation:

Skills-Based Routing is an advanced feature in Salesforce Service Cloud that directs cases to the most qualified case managers based on their skills and expertise. By implementing Skills-Based Routing, Universal Containers can ensure that cases are assigned to case managers with the appropriate product knowledge, improving case resolution efficiency and quality. This method optimizes resource allocation and enhances customer satisfaction by matching cases with the best-suited case managers.

NEW QUESTION # 241

A service manager at Cloud Kicks has received complaints from customers who speak languages other than English that their cases are taking a long time to be resolved. After investigation, the consultant has determined that these work items fail to be assigned to the correct agents.

What should the consultant recommend that the service manager do first?

- A. Review Queues Backlog.
- B. Review Skills Backlog.
- C. Review Assigned Work.

Answer: B

Explanation:

Reviewing the Skills Backlog allows the service manager to identify any mismatches or delays in assigning cases to agents with the appropriate language skills. Addressing issues in the skills assignment process can help reduce resolution times for non-English speaking customers by ensuring cases are directed to the right agents.

NEW QUESTION # 242

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. Use File Preview in the chat.
- C. Ask the customer to send the PDF via email.

Answer: B

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 # 243

The customer's support team at Universal Containers (UC) has noticed a large increase in Case Resolution times recently. UC wants to use Einstein for Service to help agents locate the relevant information more quickly.

Which feature should the consultant recommend?

- A. Einstein Reply Recommendations
- B. Einstein Bots 27: B is correct answer

- **C. Einstein Article Recommendations**

Answer: C

Explanation:

To help agents locate relevant information more quickly and address the increase in case resolution times, recommending the use of Einstein Article Recommendations is appropriate. This feature uses AI to suggest relevant Knowledge articles to agents based on the case context, enhancing efficiency and accuracy in resolving customer queries.

NEW QUESTION # 244

Universal Containers (UC) hired agents in an expansion of the contact center. Getting agents up to speed and fully productive is a priority. UC implemented a standardized agent-customer dialog to assist agents.

Which feature should a consultant integrate into the Service Console?

- **A. Einstein Next Best Action**
- B. In-App Guidance
- C. Actions & Recommendations

Answer: A

Explanation:

To assist new agents and enhance productivity, integrating Einstein Next Best Action into the Service Console is recommended. This feature provides agents with contextually relevant suggestions and standardized dialogues based on case details, guiding agents through interactions and ensuring consistent, high-quality customer service.

NEW QUESTION # 245

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