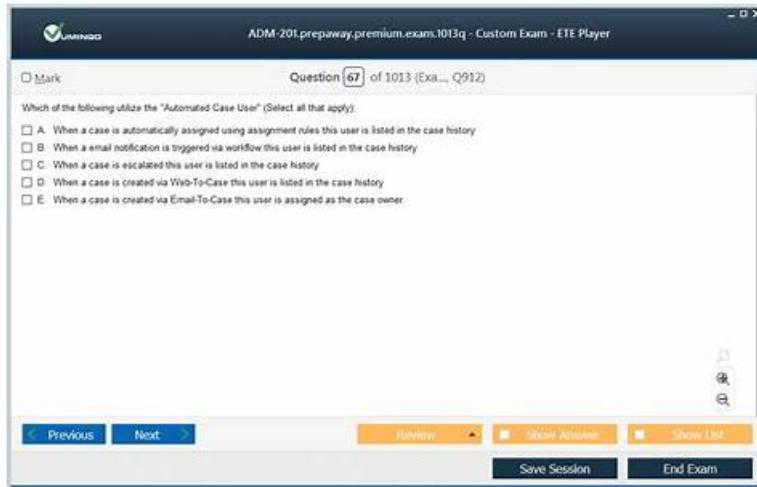


Salesforce Service-Con-201 Test Labs & Service-Con-201 Testking Exam Questions



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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Integrations: This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.
Topic 2	<ul style="list-style-type: none">• Implementation Strategies: This domain focuses on consulting engagement participation, deployment and training recommendations, and considerations for data migration, quality, governance, and large data volumes.
Topic 3	<ul style="list-style-type: none">• 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 4	<ul style="list-style-type: none">• Knowledge Management: This domain covers Knowledge article lifecycle, Knowledge Centered Service methodology, and configuring Salesforce Knowledge for agent support and self-service processes.
Topic 5	<ul style="list-style-type: none">• Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.
Topic 6	<ul style="list-style-type: none">• 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.

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Salesforce Certified Service Cloud Consultant Sample Questions (Q190-Q195):

NEW QUESTION # 190

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. Enable the Lightning Console.
- C. **Configure the CTI Adapter.**

Answer: C

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 # 191

The service center managers and IT team at Cloud Kicks have asked the consultant for a cost-benefit analysis after a new Service Cloud implementation.

What measurement will reflect cost savings after the implementation?

- A. Reduced license count
- B. KPIs for CSAT
- C. **Reduced service rep backlog**

Answer: C

Explanation:

Reduced service rep backlog directly reflects operational efficiency and cost savings following a Service Cloud implementation. When automation, routing, and self-service capabilities reduce open case volume and agent handling time, the company can handle the same or greater workload with fewer resources-representing measurable cost savings.

Option A (CSAT) measures customer satisfaction, not cost efficiency.

Option B (license count) is a static expense metric and not a performance outcome of implementation.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.

Salesforce Help: "Measure ROI and Operational Cost Savings in Service Cloud." Salesforce Trailhead: "Measure Contact Center Efficiency with Backlog and Handle Time."

NEW QUESTION # 192

Universal Containers wants to develop a new Case Management solution. The end-to-end solution will include integrations with third-party systems.

Following best practices, which development and deployment path should a consultant recommend?

- A. Develop and test Salesforce functionality in one sandbox, and then rebuild the functionality in production.
- B. **Set up separate sandboxes for development, quality assurance, and user acceptance testing, and then move the features to production.**
- C. Develop in one sandbox, complete quality assurance in a different sandbox, and then perform user acceptance and integration testing in production.

Answer: B

Explanation:

Following best practices for developing a new Case Management solution that includes third-party integrations, it's advisable to use separate sandboxes for different stages of development. This approach allows for isolated environments to develop, test, and validate features before deployment to production, minimizing risks and ensuring that new functionalities meet user requirements and work as expected in an integrated ecosystem.

NEW QUESTION # 193

An Agentforce Service Agent needs to access and update Case records, retrieve information from Knowledge articles, and run flows to automate certain processes for unauthenticated customer sessions.

- A. Use Organization-Wide Sharing Defaults (OWD) and filters at the topic/action level.
- B. Grant the AI agent user the "System Administrator" profile for maximum compatibility.
- C. Use the "New Agent User" option and use principle of least privilege to apply specific permissions.

Answer: C

Explanation:

Each Agentforce Service Agent operates through a dedicated agent user record in Salesforce, configured under the "New Agent User" option. The principle of least privilege should be applied-granting only the permissions needed for the AI agent to perform its defined actions, such as:

Reading/updating Case records,

Accessing Knowledge articles, and

Executing Flows relevant to its topics and actions.

This ensures secure access, especially when the AI interacts with unauthenticated sessions (e.g., guest users).

Option A is incomplete, as OWDs and filters don't manage AI user access directly.

Option C (System Administrator) violates security best practices by granting excessive permissions.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Agentforce Service Agent: Security and User Configuration Enhancements.

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Set Up Agentforce Service Agent Users and Permissions."

NEW QUESTION # 194

Universal Containers is training a new set of service agents. Part of the training includes handling messaging from customers.

However, it is important that contact center managers monitor the messaging sessions to ensure the service agents' responses are professional and accurate and that the managers are able to assist when needed.

Which Lightning Console feature should a consultant configure to support this need?

- A. Incident Management tab and Whisper Messages
- B. Omni-Channel Supervisor and Whisper Messages
- C. Chat Supervisor tab and Whisper Messages

Answer: B

Explanation:

To enable contact center managers to monitor messaging sessions and provide guidance to service agents, configuring the Omni-Channel Supervisor feature along with Whisper Messages is recommended. This setup allows managers to oversee agent-customer interactions in real-time and offer discreet advice to agents during messaging sessions, ensuring professionalism and accuracy in responses.

NEW QUESTION # 195

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