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Service-Con-201 Questions



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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<ul style="list-style-type: none">Contact Center Analytics: This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.
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">Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.
Topic 5	<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 6	<ul style="list-style-type: none">Service Cloud Solution Design: This domain involves designing solutions that balance capabilities, limitations, and trade-offs for service reps and customers while meeting data security and compliance requirements.

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

NEW QUESTION # 158

Cloud Kicks (CK) uses Lightning Experience and Lightning Knowledge in its service center. CK wants an easy way for service agents to create new articles when closing a case. The new article should include appropriate details from the case to make it useful for others.

- A. Use a trigger to automatically create a new article.
- **B. Create a Quick Action to map case fields to a new article.**
- C. Develop a globally-shared macro to create a new article.

Answer: B

Explanation:

Quick Actions in Lightning Experience allow admins to configure guided flows or prefilled forms that map case data to a new Knowledge Article. This is a standard and recommended approach to help service reps efficiently publish helpful content during case closure.

Option A (trigger) would require custom development and is unnecessary for this standard use case.

Option B (macro) automates console actions but cannot create Knowledge articles with mapped case data.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Knowledge Management Domain.

Salesforce Help: "Create Knowledge Articles from Cases Using Quick Actions." Salesforce Spring '24 Release Notes - Lightning Knowledge Authoring Enhancements.

NEW QUESTION # 159

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

Answer: A

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 # 160

Universal Containers (UC) wants to deploy Service Cloud to 100 contact centers located across North America, Europe, and Asia. UC wants standardized reporting across worldwide contact centers' key performance indicators (KPIs).

Which approach should a consultant recommend in this scenario?

- **A. Assign a global team of experienced analysts to create a standard report template.**
- B. Ask leadership, management, and agents in all regions to vote on the standard report template.
- C. Request that the VP of worldwide support design a standard report template to provide a clear vision,

Answer: A

Explanation:

For Universal Containers to achieve standardized reporting across its worldwide contact centers, assembling a global team of experienced analysts to develop a standard report template is recommended. This approach ensures that the template reflects a comprehensive understanding of global KPIs, facilitating consistent performance measurement and comparison across all regions.

NEW QUESTION # 161

Universal Containers provides customers with different service levels based on their services agreement. The VP of customer service wants to use Service Cloud to track when cases have yet to reach certain stages and ensure that senior management is alerted accordingly.

Which feature should a consultant recommend to address this requirement?

- **A. Entitlements and Milestones**
- B. Reports and Dashboards
- C. Service Contracts

Answer: A

Explanation:

To track case progress against service levels and alert senior management for cases not reaching certain stages, Entitlements and Milestones within Service Cloud are recommended. This feature enables organizations to define specific service levels and the associated timelines for case resolution. Milestones can be used to monitor critical stages in case resolution, and actions can be configured to alert management if cases are at risk of breaching service levels.

NEW QUESTION # 162

Support is divided by product line at Universal Containers. Each product line has its own support reps, queue, articles, and record types. Support reps only work within their product line. To help standardize communications with customers, the support administrator would like to implement quick texts. Quick texts are unique to each product line.

How should the administrator ensure support reps only have access to quick texts for their specific product line?

- **A. Create a folder for each product line and share them with public groups.**
- B. Add a permission set for Read access to the appropriate product line.
- C. Set the organization-wide default to Private and create sharing rules to share them with roles.

Answer: A

Explanation:

By creating a separate folder for quick texts for each product line and sharing these folders with respective public groups associated with each product line's support reps, Universal Containers can ensure that support reps have access only to the quick texts relevant to their product line. This approach maintains organized access control and supports standardization while catering to the unique needs of each product line.

NEW QUESTION # 163

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