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The Salesforce Service-Con-201 certification exam offers a great opportunity to advance your career. With the Salesforce Certified Service Cloud Consultant certification exam beginners and experienced professionals can demonstrate their expertise and knowledge. After passing the Salesforce Certified Service Cloud Consultant (Service-Con-201) exam you can stand out in a crowded job market. The Service-Con-201 certification exam shows that you have taken the time and effort to learn the necessary skills and have met the standards in the market.

Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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.
Topic 5	<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 6	<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 7	<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.

Salesforce Certified Service Cloud Consultant Sample Questions (Q290-Q295):

NEW QUESTION # 290

A Service Cloud Consultant is engaged to help Cloud Kicks (CK) streamline its customer service operations. CK has multiple departments with disconnected processes and limited documentation. The consultant is preparing for the project kickoff and wants to ensure the engagement begins successfully.

What should the consultant do first to ensure the success of the engagement?

- A. Schedule interviews with department leaders to gather current process details and pain points.**
- B. Begin building a prototype based on assumed best practices.
- C. Review documentation after the solution design has been completed.

Answer: A

Explanation:

The first step in any Salesforce Service Cloud implementation is requirements gathering and stakeholder engagement. Scheduling interviews with department leaders ensures that the consultant understands the current processes, pain points, and departmental goals before solution design.

This aligns with Salesforce's Implementation Strategies best practices - to capture business requirements, validate them with stakeholders, and define measurable success criteria before configuration begins.

Option A occurs too late in the process, while Option B risks misalignment with actual business needs.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Implementation Strategies Domain.

Salesforce Project Delivery Framework - Discovery and Requirements Phase.

Salesforce Help: "Engage Stakeholders and Gather Business Requirements."

NEW QUESTION # 291

Cloud Kicks has implemented a review process for all new Knowledge articles. Each article must be reviewed and approved by a subject matter expert before becoming available to users.

Which step is necessary to make articles visible in all the selected channels?

- A. Click Publish after the Approval Process.**
- B. Set the status to Published from the Knowledge approval page.
- C. Set the final approval action to 'Lock the record for editing'.

Answer: A

Explanation:

For new Knowledge articles to be visible in selected channels after a review process, the necessary step is to click "Publish" post-approval. Once an article has been reviewed and approved by the designated subject matter expert, publishing the article makes it available to users across the specified channels. This ensures that only verified and approved content is accessible, maintaining quality and relevance.

NEW QUESTION # 292

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

Answer: C

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 # 293

The customer 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 service reps locate the relevant information more quickly.

Which feature should the consultant recommend?

- A. Einstein Reply Recommendations
- B. Einstein Bots
- C. **Einstein Article Recommendations**

Answer: C

Explanation:

Einstein Article Recommendations leverages machine learning to suggest the most relevant Knowledge Articles to agents within the Service Console, based on the context of the case. This significantly reduces time spent searching for information and improves case resolution efficiency.

Option A (Einstein Bots) automates self-service, not internal agent assistance.

Option B (Einstein Reply Recommendations) suggests quick message responses, not article content.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Knowledge Management Domain.

Salesforce Help: "Set Up Einstein Article Recommendations."

Salesforce Winter '23 Release Notes - Einstein for Service Enhancements.

NEW QUESTION # 294

Cloud Kicks (CK) uses Service Cloud to manage its customer support, and its inventory and order data is stored in Snowflake. CK's customers use support to ask about their orders and request replacement items. CK wants to avoid duplicating this data in Salesforce but still provide real-time, actionable insights for support reps.

What should the Service Cloud Consultant recommend so that support reps will have a comprehensive view of their customers' order history?

- A. Use MuleSoft to extract order data from Snowflake and store it in a custom object in Salesforce for support reps to reference.

- B. Use an Apex integration to pull order data from Snowflake via API each time a case is opened.
- C. Use Data Cloud to connect to Snowflake, and unify order data with CRM data.

Answer: C

Explanation:

Salesforce Data Cloud (formerly Customer Data Platform) enables unification of customer and order data from external systems such as Snowflake without duplicating it in Salesforce. The unified data model provides real-time insights, segmentation, and a complete 360° customer view directly within Service Cloud.

This approach aligns with the Integration and Data Management domain of the Service Cloud Consultant Guide, which stresses designing scalable data strategies leveraging Salesforce's cross-cloud data capabilities.

Option A (Apex integration) introduces performance overhead and lacks scalability. Option B (storing extracted data) causes duplication and maintenance complexity. Option C enables a live, unified view through native Salesforce-Snowflake connectivity.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Data Cloud and Service Cloud Integration (native Snowflake connector for unified customer data).

Service Cloud Consultant Exam Guide - Integration and Data Management Domain.

Salesforce Help: "Connect Data Cloud to Snowflake for Unified Customer Profiles".

NEW QUESTION # 295

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