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Reliable Service-Con-201 Test Camp & Service-Con-201 Exam Objectives

When preparing to take the Salesforce Service-Con-201 exam dumps, knowing where to start can be a little frustrating, but with RealVCE Salesforce Service-Con-201 practice questions, you will feel fully prepared. Using our Salesforce Certified Service Cloud Consultant (Service-Con-201) practice test software, you can prepare for the increased difficulty on Salesforce Certified Service Cloud Consultant (Service-Con-201) exam day. Plus, we have various question types and difficulty levels so that you can tailor your Salesforce Certified Service Cloud Consultant (Service-Con-201) exam dumps preparation to your requirements.

Salesforce Certified Service Cloud Consultant Sample Questions (Q59-Q64):

NEW QUESTION # 59
Cloud Kicks has recently started using Entitlements within its support process. Service agents are selecting entitlements with similar names that are incorrectly associated with the account assigned on the case.
What should a consultant recommend to meet the requirements and help service agents?

- A. Set OWD sharing to Private.
- B. Configure a Quick Action.
- C. Enable lookup filters.

Answer: C

Explanation:
Lookup filters can be used to restrict the Entitlements that service agents can select based on specific criteria, such as the account associated with the case. By enabling lookup filters, Cloud Kicks can ensure that agents are only presented with relevant entitlements, reducing the risk of selecting incorrect entitlements and improving the support process's efficiency.

NEW QUESTION # 60
Universal Containers (UC) is implementing an Agentforce Service Agent for its customer portal. UC needs the AI agent to answer complex customer questions by drawing information from their existing Salesforce Knowledge base, which contains articles with specific, well-defined fields for product dimensions and material specifications.
Which feature is needed to connect the AI agent to the Salesforce Knowledge base?

- A. Einstein Search for Knowledge
- B. Knowledge component in Experience Builder
- C. Agentforce Data Library

Answer: C

Explanation:
The Agentforce Data Library is the key feature that connects Agentforce Service Agent to trusted, structured data sources such as Salesforce Knowledge. It allows grounding of the AI agent's generative responses on company-verified knowledge articles, ensuring accuracy and trustworthiness when the agent answers complex or technical customer queries (such as product dimensions and specifications).
This configuration ensures that the AI references internal, structured Knowledge data fields rather than generating unverified responses.
Option B (Einstein Search for Knowledge) enhances search results but does not integrate with AI grounding.
Option C (Knowledge component in Experience Builder) only exposes articles to users-it does not enable generative AI to query or reference the Knowledge base.
Referenced Salesforce Materials:
Salesforce Spring '24 Release Notes - Agentforce Data Library Enhancements for Knowledge Grounding.
Service Cloud Consultant Exam Guide - Interaction Channels Domain.
Salesforce Help: "Connect Agentforce Data Library with Salesforce Knowledge."

NEW QUESTION # 61
Universal Containers aims to improve the efficiency of its internal service reps by improving case resolution times. The service reps need to follow a series of steps to resolve an issue and generate concise case summaries.
Which solution should the Service Cloud Consultant recommend?

- A. Actions & Recommendations
- B. Einstein Article Recommendations
- C. Agentforce Service Assistant

Answer: C

Explanation:
Agentforce Service Assistant is Salesforce's AI-powered copilot for agents that helps improve productivity and case resolution efficiency. It can:
Guide reps through step-by-step resolution processes,
Summarize case details automatically using generative AI, and
Suggest next best actions or flows based on context.
This feature directly supports agents in managing complex cases, saving time, and ensuring accuracy.
Option B (Actions & Recommendations) provides manual, rule-based guidance but lacks generative summarization or automation.
Option C (Einstein Article Recommendations) suggests Knowledge articles but does not help summarize or guide step sequences.
Referenced Salesforce Materials:
Salesforce Spring '24 Release Notes - Agentforce Service Assistant Enhancements.
Service Cloud Consultant Exam Guide - Interaction Channels Domain.
Salesforce Help: "Improve Agent Productivity with Agentforce Service Assistant."

NEW QUESTION # 62
Ursa Major Solar provides support with service-level agreements (SLAs) for high-priority cases. Lower Priority cases have different response times. The service center uses Omni-Channel to manage work items. However, many recently created, high-priority cases exceed the service deadline.
Which setting should a consultant configure to meet the requirements?

- A. Secondary Routing Priority
- B. Skills-Based Routing
- C. Capacity Model

Answer: A

Explanation:
To address the issue of high-priority cases exceeding service deadlines, configuring Secondary Routing Priority in Omni-Channel is recommended. This setting allows prioritization of high-priority work items, ensuring they are routed and addressed by agents promptly, in alignment with SLA commitments.

NEW QUESTION # 63

The support manager at Universal Containers wants to improve visibility to cases across the organization and has decided that product managers should be more involved in the case management process. The support manager has created predefined case teams for each product and trained support agents to add the appropriate case team to each case.
Which solution allows product managers to quickly see and review the cases that are created for their products?

- A. Configure a Case related list on the Product page layout.
- B. Configure a Case list view filtered by My Cases.
- C. Configure a Case list view filtered by My Case Teams.

Answer: C

Explanation:
Configuring a Case list view filtered by "My Case Teams" allows product managers to quickly see and review cases associated with their product teams. This solution leverages the predefined case teams for each product, making it easy for product managers to filter and access relevant cases, improving visibility and involvement in the case management process.

NEW QUESTION # 64

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