

Service-Con-201 Exam Bootcamp & Service-Con-201 Latest Dumps & Service-Con-201 Study Materials

Question 4 of 20

Bootcamp.com
Tutored, Untimed

Patient
Male, 34 years old

Chief Complaint
"I'm here to get this cavity fixed."

Background and/or Patient History
Anxiety
Depression
Tooth 5 mesial caries planned for a slot preparation and composite restoration

Current Findings
Tooth 5 cavity preparation under rubber dam isolation completed, acid etchant applied
A tear in the rubber dam occurs on the interproximal area of teeth 5 and 6.

After replacement of the rubber dam, each of the following is an appropriate reason to repeat the etching step EXCEPT one? Which is the EXCEPTION?

A. Increase microchemical retention (44%)
 B. Removal of bacterial contamination (13%)
 C. Removal of salivary proteins (10%)
 D. Increase resin tag depth (33%)

Incorrect 44% Answered... 00:04 Time Spent 4/20... Last...

Proper isolation for composite resin restorations is critical to ensure maximal bond strength. Composite restoration placement is technique-sensitive, and saliva contamination is one of the biggest culprits in decreasing these restorations' longevity.

When enamel and dentin are etched, micromechanical irregularities are formed which allow for interlocking with the resin. This results in micromechanical retention, not chemical retention.

PREVIOUS **NEXT** **MARK** **REVIEW**

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Salesforce Certified Service Cloud Consultant Sample Questions (Q52-Q57):

NEW QUESTION # 52

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

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 # 53

Cloud Tech Support is preparing to deploy Service Cloud with new features including Case Escalation Rules and a Knowledge Base. Their current support staff is accustomed to email-only case management. The company wants minimal downtime and a high adoption rate for the new solution.

What should the Service Cloud Consultant recommend to prepare the support reps for the transition?

- A. Assign power users to configure the system and handle questions post-launch without a formal enablement plan.
- **B. Deliver a combination of hands-on training and Trailhead-based learning aligned to business processes before deployment.**
- C. Develop just-in-time video tutorials and provide access after go-live so reps can learn as they use the system.

Answer: B

Explanation:

Salesforce implementation best practices emphasize proactive change management and user enablement before deployment. Delivering hands-on training combined with Trailhead-based guided learning ensures users are confident in new features such as Case Escalation and Knowledge Management prior to go-live.

This approach minimizes downtime, drives adoption, and aligns learning with actual business processes-core principles of the Implementation Strategies domain.

Option A delays learning until after go-live, increasing adoption risk.

Option C lacks structured enablement and change management planning.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Implementation Strategies Domain.

Salesforce Help: "Plan User Training and Change Management for Salesforce Deployments".

Salesforce Project Delivery Framework - Enablement and Adoption Best Practices.

NEW QUESTION # 54

Universal Containers has created permission sets granting access to objects and fields in one of its sandboxes.

Following best practices, how should a consultant deploy these permission sets to production?

- A. Use Salesforce Workbench.
- B. Re-create them manually.
- **C. Use a change set.**

Answer: C

Explanation:

The best practice for deploying permission sets from a sandbox to production is to use a change set. Change sets allow administrators to push configurations, including permission sets, directly from one Salesforce environment to another. This ensures a smooth and error-free transfer of configurations, maintaining the integrity of permissions and access controls in the production environment.

NEW QUESTION # 55

Universal Containers is considering a Knowledge-Centered Support (KCS) implementation.

Which benefit can be expected from KCS adoption?

- A. Reduced issue resolution time
- B. Reduced administrative overhead
- C. Reduced need for self-service

Answer: A

Explanation:

Knowledge-Centered Support (KCS) focuses on integrating knowledge creation and maintenance into the problem-solving process. By adopting KCS, organizations can expect a reduction in issue resolution time as service agents have quicker access to solutions and knowledge articles, enabling faster responses to customer inquiries and issues.

NEW QUESTION # 56

Using the Lightning Service Console, how can a contact center manager see which service agents are currently available to accept new cases?

- A. Omni-Channel Analytics
- B. Omni-Channel Utility component
- C. Omni-Channel Supervisor tab

Answer: C

Explanation:

The Omni-Channel Supervisor tab in the Lightning Service Console provides real-time visibility into the status of service agents, including who is currently available to accept new cases. This feature allows contact center managers to monitor and manage agent availability and workload effectively, ensuring efficient case distribution.

NEW QUESTION # 57

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Each review adds another line to the list in the left pane of the Tracker, Although Service-Con-201 these were quite helpful to teams in tracking their own progress, it was difficult for the business to compare these for strategic planning efforts.

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