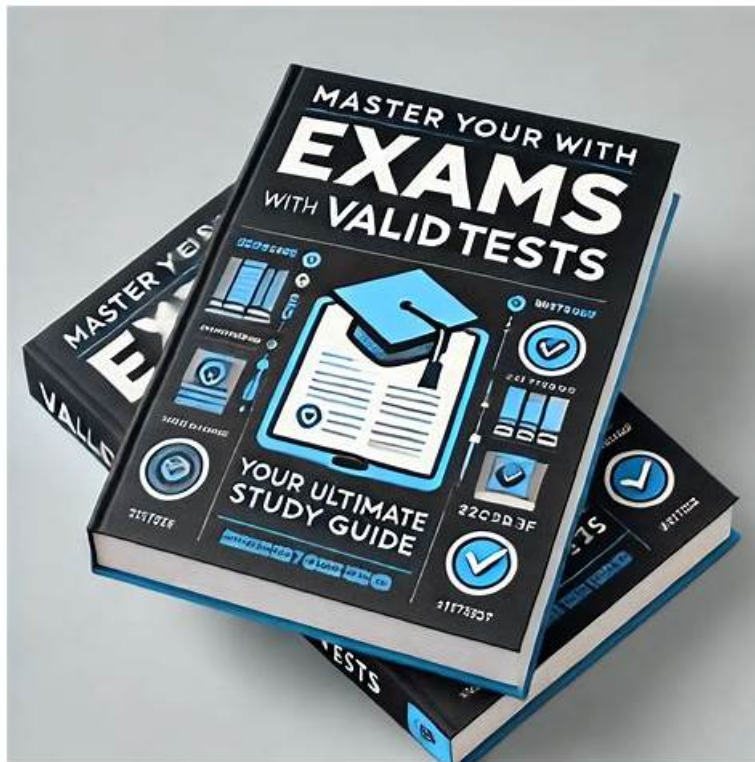


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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details

Topic 1	• 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	• 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	• 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 4	• Knowledge Management: This domain covers Knowledge article lifecycle, Knowledge Centered Service methodology, and configuring Salesforce Knowledge for agent support and self-service processes.

Salesforce Certified Service Cloud Consultant Sample Questions (Q192-Q197):

NEW QUESTION # 192

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

Answer: B

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 # 193

A company is planning for the migration of an existing external knowledge base into Salesforce Knowledge.

Which set of factors should be considered when selecting the articles to migrate?

- **A. Last modified date and total number of article view in the last year**
- B. Original creation date and total number of article views in the last year
- C. Last modified date and terms searched frequently in the last year

Answer: A

Explanation:

When selecting articles for migration into Salesforce Knowledge, considering the last modified date and total number of article views in the last year is important. This ensures that the most current and frequently referenced content is prioritized, enhancing the relevance and utility of the knowledge base in Salesforce.

NEW QUESTION # 194

The contact center at Universal Containers wants to reduce case volume and resolution time within Service Cloud. Which solution should a Service Cloud Consultant recommend?

- A. Embed the Agentforce Service Agent in the Service Console.
- **B. Implement a Knowledge base for customers and internal users.**
- C. Use the Article Auto-Response flow.

Answer: B

Explanation:

A Salesforce Knowledge base allows both customers (via self-service portals) and agents (via the Service Console) to quickly find verified answers, reducing the number of incoming cases and improving resolution time.

The Knowledge Management domain in the Service Cloud Consultant Guide highlights Salesforce Knowledge as a key tool to promote self-service and improve first-contact resolution.

Option A (Article Auto-Response) does not exist as a standard feature.

Option B (Agentforce Service Agent) enhances AI-driven responses but does not inherently reduce case volume through self-service knowledge reuse.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Knowledge Management Domain.

Salesforce Help: "Set Up Salesforce Knowledge for Internal and External Users".

Salesforce Winter '23 Release Notes - Knowledge Enhancements.

NEW QUESTION # 195

Cloud Kicks (CK) supports customers through Salesforce Messaging. Service agents have reported multiple instances where customers have used abusive language. CK wants a way to prevent abusive customers from starting future messaging sessions.

- A. Create an Omni-Flow.
- B. Create an IP blocking rule.
- **C. Create a record-triggered Flow.**

Answer: C

Explanation:

A record-triggered Flow can be used to automatically update or restrict future messaging access when a customer's record (for example, contact or messaging session) meets specific criteria-such as detecting abusive behavior or a flag field being set. This automation can block or flag future messaging sessions at the data level.

Option A (IP blocking) is not supported natively in Salesforce Messaging.

Option B (Omni-Flow) manages work routing, not user eligibility for channel access.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Automate Messaging Restrictions Using Record-Triggered Flows." Salesforce Spring '24 Release Notes - Messaging Controls and Automation Enhancements.

NEW QUESTION # 196

Cloud Kicks' development team must manage multiple projects that compete for limited resources. The team needs to change directions often and start urgent work quickly.

Which step should a consultant recommend completing before beginning the build phase?

- A. Enablement
- B. Test
- **C. Design**

Answer: C

Explanation:

Before beginning the build phase, especially in a dynamic environment with multiple projects and limited resources, it's crucial to complete the Design step. This involves defining the architecture, user experience, and functional requirements, ensuring that the development team has a clear blueprint to follow, which can adapt to changes and prioritize urgent work efficiently.

NEW QUESTION # 197

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