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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• Knowledge Management: This domain covers Knowledge article lifecycle, Knowledge Centered Service methodology, and configuring Salesforce Knowledge for agent support and self-service processes.
Topic 3	• Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.
Topic 4	• Contact Center Analytics: This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.
Topic 5	• Integrations: This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.

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Salesforce Certified Service Cloud Consultant Sample Questions (Q56-Q61):

NEW QUESTION # 56
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 Data Cloud to connect to Snowflake, and unify order data with CRM data.
- C. Use an Apex integration to pull order data from Snowflake via API each time a case is opened.

Answer: B

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 # 57
A consultant has been hired to integrate a client's phone system with Salesforce.
What should the consultant consider using for this integration?

- A. Service Cloud Call Center
- B. Service Cloud Softphone Layout
- C. Lightning Dialer

Answer: A

Explanation:
When integrating a client's phone system with Salesforce, using the Service Cloud Call Center (also known as Salesforce Call Center) is recommended. This feature facilitates the integration of telephony systems with Salesforce, enabling agents to manage calls directly within the Service Cloud interface, enhancing efficiency and providing a unified customer service experience.

NEW QUESTION # 58
Universal Containers wants to implement best practices for its customer support teams and has decided to follow a Knowledge Centered Support (KCS) methodology.
Which benefit can be expected?

- A. Reduced first contact resolution time
- B. Reduced issue resolution time
- C. Reduced post-interaction time

Answer: B

Explanation:
Implementing Knowledge-Centered Support (KCS) at Universal Containers is expected to reduce issue resolution time.
KCS is a methodology that integrates knowledge creation and reuse into the support process. By capturing and structuring knowledge during the problem-solving process, support agents can quickly access relevant information, leading to faster issue resolution.
Key benefits of KCS include:
Improved resolution times: Support agents can resolve issues more quickly by accessing a well-maintained knowledge base.
Increased first contact resolution: With immediate access to relevant information, agents are more likely to resolve issues during the first interaction.
Enhanced self-service capabilities: Customers can find answers to common issues themselves, reducing the volume of support requests.
By adopting KCS, Universal Containers can expect a significant reduction in issue resolution time, leading to improved customer satisfaction and operational efficiency.
Reference:
https://www.atlassian.com/itsm/knowledge-management/kcsAtlassian+1TeamDynamix+1
https://library.serviceinnovation.org/KCS/KCS_v6/KCS_v6_Practices_Guide/030/040/040/035
https://helpjuice.com/blog/knowledge-centered-support

NEW QUESTION # 59
Cloud Kicks uses a console app to support users. Service agents open an Account workspace tab and multiple subtabs for the Case, Contact, and Service Contract. Service agents would like to share links to recently opened subtabs with other users to collaborate on cases.
What should a consultant recommend to meet the requirements?

- A. Mention the case number in a Chatter group.
- B. Include the History utility in the console app.
- C. Add the Account object to Recent Items utility.

Answer: A

Explanation:
To facilitate collaboration on cases among service agents, using Chatter provides a platform for discussion and information sharing within Salesforce. By mentioning the case number in a Chatter group, agents can quickly share and access case details, enabling efficient collaboration. This method leverages Salesforce's social collaboration features, allowing for real-time communication and problem-solving among team members.

NEW QUESTION # 60
A growing retail company wants to modernize its legacy on-premises contact center, which is costly, hard to scale, and lacks support for new digital channels. The company wants to reduce overhead, scale easily during seasonal spikes, and give service reps real-time customer insights.
What should a Service Cloud Consultant recommend?

- A. Deploy Salesforce Contact Center with Amazon Connect to unify voice, chat, and case management in the cloud with real-time insights.
- B. Build a custom Experience Cloud solution and integrate with external telephony providers using APIs.
- C. Extend legacy systems using Omni-Channel, Live Agent, and a third-party CTI to add new digital channels over time.

Answer: A

Explanation:
Salesforce Contact Center, powered by Amazon Connect, is Salesforce's recommended solution for modernizing legacy on-premises contact centers. It provides:
Cloud-based voice and digital channel integration directly within Service Cloud.
Scalability to handle seasonal demand spikes.
Real-time insights through integration with Service Cloud Voice, Data Cloud, and Einstein Conversation Insights.
Option A requires significant custom development and lacks unified voice-data insights.
Option C prolongs reliance on legacy systems, contradicting the modernization goal.

Referenced Salesforce Materials:
Salesforce Service Cloud Consultant Exam Guide - Service Cloud Solution Design Domain.
Salesforce Spring '24 Release Notes - Service Cloud Voice and Salesforce Contact Center Enhancements.
Salesforce Help: "Deploy Salesforce Contact Center with Amazon Connect".

NEW QUESTION # 61
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