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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	• 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 4	• Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.
Topic 5	• 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 6	• 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 7	• Contact Center Analytics: This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.

Salesforce Certified Service Cloud Consultant Sample Questions (Q283-Q288):

NEW QUESTION # 283
Cloud Kicks wants to standardize its service key performance indicators (KPIs) for response time and first case closure rates. Individual service reps, team leaders, regional directors, and the VP of service should see the same KPIs calculated using only the data the user can access.
What is the recommended running user to meet the requirements?

- A. Team leaders
- B. VP of service
- C. Dashboard viewer

Answer: C

Explanation:
To ensure consistent KPI definitions while respecting data visibility rules, Salesforce dashboards should use the "Dashboard Viewer" as the running user. This setting ensures that each user viewing the dashboard sees data according to their own access permissions (role hierarchy, sharing rules, etc.), but all use the same filters and calculations.
If the dashboard used the VP of service as the running user, all viewers would see organization-wide data, violating visibility requirements. Team leaders (Option C) would restrict the data too narrowly.
Referenced Salesforce Materials:
Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.
Salesforce Help: "Set the Running User for a Dashboard."
Salesforce Trailhead: "Customize Dashboard Visibility with the Dashboard Viewer Option."

NEW QUESTION # 284
An organization has requested guidance on how to delete customers' personal data when they are no longer associated with the company to stay compliant with global data protection and privacy regulations.
Which solution should the consultant recommend to meet the requirement?

- A. Search for all customer information across environments and deactivate accounts or Experience Cloud users associated with the contact.
- B. Search and remove all customer information, including records and in unindexed freetext fields, and refresh sandboxes to ensure no data retention.
- C. Search for all customer information in production and manually edit the fields of each record to scramble the data so that it is no longer searchable

Answer: B

Explanation:
To comply with global data protection and privacy regulations, the consultant should recommend systematically searching for and removing all customer personal data from production and sandbox environments. This includes data in records and unindexed free

text fields, followed by refreshing sandboxes to eliminate any residual data, ensuring compliance and safeguarding customer privacy.

NEW QUESTION # 285

Universal Healthcare aims to implement Agentforce Service Agent to assist patients' common inquiries and provide medication summaries. It should handle sensitive tasks such as confirming patient identity via email or phone before retrieving medical history.
How should the Service Cloud Consultant approach the Agentforce Service Agent's action configuration?

- A. Implement only custom actions for all patient interactions to ensure complete control over data privacy and security from the outset.
- B. Employ standard topics and actions for general inquiries, and create custom topics and actions using Apex, Flow, or Prompt Builder for sensitive tasks.
- C. Utilize standard actions for all tasks, as they are pre-configured to handle sensitive data securely without additional setup and are industry best practices.

Answer: B

Explanation:
For Agentforce Service Agent implementations that involve sensitive data (e.g., healthcare records), Salesforce recommends combining standard topics for general use cases with custom topics and actions (built via Flow, Apex, or Prompt Builder) for privacy-sensitive operations.
This hybrid approach ensures compliance with HIPAA and organizational security policies while leveraging prebuilt, maintainable Service Agent capabilities.
Option B is unnecessarily restrictive and time-consuming.
Option C is inaccurate - standard actions do not automatically enforce advanced verification or compliance requirements.
Referenced Salesforce Materials:
Salesforce Spring '24 Release Notes - Agentforce Service Agent and Custom Action Enhancements.
Service Cloud Consultant Exam Guide - Interaction Channels Domain.
Salesforce Help: "Configure Custom Actions and Topics for Sensitive Data Handling in Agentforce."

NEW QUESTION # 286

Cloud Kicks provides support for their customers 24 hours a day. The Service Managers at Cloud Kicks would like to have a report that shows the average number of days cases stay open. The Service Cloud Consultant has created a report using the standard Age field, but this is not correctly showing the age for open cases.
What should the consultant do to resolve this?

- A. Create a report snapshot of number of open cases per day.
- B. Create a custom formula field to calculate the case age.
- C. Enable Business Hours Age in Setup and add the field to the report.

Answer: C

Explanation:
The standard Case Age field calculates the difference between the case creation date and the current date in calendar days. This does not accurately reflect working hours, especially for 24/7 or business-hours-based support operations.
Salesforce provides a Business Hours Age feature that calculates case duration based on defined business hours, taking into account working time, holidays, and time zones. Enabling Business Hours Age ensures that reports show a true representation of how long cases remain open under the organization's operational hours.
Creating a custom formula (Option A) could produce inconsistent results due to time zone and holiday differences. A report snapshot (Option B) provides historical trends but doesn't dynamically calculate active case age.
Referenced Salesforce Materials:
Salesforce Service Cloud Consultant Exam Guide - Contact Center Analytics Domain (accurate reporting using business hours and age calculations).
Salesforce Help: "Enable Case Age in Business Hours" (explains how to enable and report on Business Hours Age).
Salesforce Winter '23 Release Notes - Service Cloud Enhancements (mentions improvements to business hours-based case tracking).

NEW QUESTION # 287

A manager has noticed an increase in average case age. This is negatively impacting customer satisfaction. The manager wants to compare the amount of time that cases have spent within each status during their lifecycle.
Which report type should the consultant recommend when creating a report?

- A. Use the Cases with Milestones report type.
- B. Use the Case Lifecycle report type.
- C. Use the Case Historical Trending report type.

Answer: B

Explanation:
For analyzing the time spent within each case status during the case lifecycle, the Case Lifecycle report type is recommended. This report provides a detailed view of the duration cases spend in each status, helping to identify bottlenecks and areas for process improvement to reduce average case age and enhance customer satisfaction.

NEW QUESTION # 288
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