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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	• Contact Center Analytics: This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.
Topic 2	• 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 3	• 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 4	• 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 5	• Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.
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	• 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 (Q80-Q85):

NEW QUESTION # 80
A customer submitted a case that is routed to a service desk agent at Universal Containers. After the agent responds to the case, they realize the customer is ineligible for support.
Which solution should the consultant recommend to prevent this scenario from happening in the future?

- A. Add the Case's Entitlement related list to the Case Lightning Record Page.
- B. Add the related Contact's Entitlement related list to the Case Lightning Record Page.
- C. Add the related Account's Entitlement related list to the Case Lightning Record Page.

Answer: B

Explanation:
To prevent agents from responding to cases from customers who are ineligible for support, adding the related Contact's Entitlement related list to the Case Lightning Record Page is recommended. This allows agents to quickly verify the customer's entitlement to support before proceeding with case resolution, ensuring compliance with support policies.

NEW QUESTION # 81
Universal Containers is using Service Cloud for customer entry and case management, but order fulfillment, inventory, invoicing, and financial data are stored in other systems.
Which solution should a consultant recommend for integration?

- A. Utilize MuleSoft to integrate the systems.
- B. Utilize Apex with integrated External Objects.
- C. Utilize an AppExchange integration package.

Answer: A

Explanation:
MuleSoft, as an integration platform, offers a robust solution for connecting Salesforce Service Cloud with other systems like order fulfillment, inventory, invoicing, and financial data systems. MuleSoft's Anypoint Platform enables seamless API-led connectivity, ensuring that data flow between Salesforce and external systems is secure, efficient, and scalable. This approach supports complex integration scenarios and facilitates real-time data exchange and process automation across disparate systems.

NEW QUESTION # 82

Universal Containers wants to implement several new Agentforce for Service capabilities. A Service Cloud Consultant must review the following business requirements to identify which one can be fulfilled by using a standard topic, rather than requiring a custom topic and actions.

Which use case could an out-of-the-box AI agent address with no changes to topics?

- A. Guiding a customer through the process of filing a warranty claim for a damaged shipping container and scheduling an on-site inspection.
- B. Answering a question about insurance policy and enabling the customer to open a new support ticket if they have a new issue.
- C. Enabling a customer to check real-time stock levels for a specific container model across multiple distribution centers.

Answer: B

Explanation:

Agentforce for Service includes standard topics out-of-the-box that cover core customer service interactions such as:

Account and Case Management (viewing or creating support tickets),

Knowledge-Based Question Answering, and

General Information Inquiry Topics.

Option C - Answering a question about insurance policy and enabling the customer to open a new support ticket - fits within these standard topics without requiring customization. The Service Agent can automatically retrieve policy information from Salesforce Knowledge and launch the standard "Open Case" topic for ticket creation.

Option A (warranty claims and inspection scheduling) and B (real-time stock level lookup) require custom topics and actions, as they depend on external integrations and unique business processes beyond standard Service Agent scope.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Agentforce for Service: Standard Topics Overview.

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Use Standard Topics in Agentforce for Common Customer Service Scenarios."

NEW QUESTION # 83

Universal Containers has tested Skills-Based Routing in a sandbox and is ready to deploy to production.

Which solution should a consultant use to deploy the Service Resources, Skills, and Routing?

- A. Mass Transfer Records
- B. Data Loader
- C. Data Import Wizard

Answer: B

Explanation:

For deploying Service Resources, Skills, and Routing configurations from sandbox to production, using Data Loader is recommended. This tool allows for the bulk import, export, and update of data, making it suitable for transferring complex configurations related to Skills-Based Routing and associated records efficiently.

When migrating data such as Service Resources, Skills, and Routing configurations from sandbox to production, Data Loader is the appropriate tool. Unlike the Mass Transfer tool or the Data Import Wizard, Data Loader supports all standard and custom objects, including complex relationships like those used in Field Service and Omni-Channel routing.

The Data Import Wizard has limited object support and doesn't allow mapping of relationships such as those between skills and resources. Mass Transfer Records is not intended for configuration data migration.

Salesforce recommends using Data Loader to export/import configuration objects like:

ServiceResource

Skill

ServiceTerritoryMember

SkillRequirement

These objects are part of the skills-based routing setup and are well-supported in Data Loader operations.

NEW QUESTION # 84

Universal Containers (UC) has a policy that requires all email traffic to remain within its firewall. UC receives up to 2,000 cases per day, some of which include large email attachments from customers.

When implementing Salesforce in this scenario, which solution should a consultant recommend?

- A. Email relay
- B. Email-to-Case
- C. deg -Demand Email-to-Case

Answer: B

Explanation:
For Universal Containers, which requires all email traffic to remain within its firewall and handles a high volume of cases with attachments, Email-to-Case is the recommended solution. Email-to-Case allows emails to be converted into cases within Salesforce while keeping email data secure within the company's firewall, accommodating the need for security and efficiency in handling customer cases.
Email-to-Case is the Salesforce standard for handling high-volume email processing securely. It allows for secure transmission via TLS encryption, and it can efficiently process large volumes (such as 2,000+ cases/day) including multiple attachments.
Salesforce Email-to-Case offers the scalability, encryption, and attachment handling required for compliance with secure email policies. It also allows for configuration of attachment size limits and filtering.
A custom email service might offer flexibility but would be costlier to maintain and implement, and Einstein Activity Capture is intended for syncing email/calendar data, not for case creation or secure intake of customer email attachments.

NEW QUESTION # 85

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