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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Integrations: This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.
Topic 3	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Contact Center Analytics: This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.

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Salesforce Certified Service Cloud Consultant Sample Questions (Q107-Q112):

NEW QUESTION # 107

Cloud Kicks is implementing a focused Messaging strategy to pass priority issues to the right reps.

Which solution should a Service Cloud Consultant explore to track handle time and messaging session resolution on these specific interactions?

- A. Create a custom report type with AgentWork as the primary object and Messaging User as the secondary object.
- B. Create a custom report type with AgentWork as the primary object and Messaging Session as the secondary object.
- C. Create a custom report type with Messaging Session as the primary object and AgentWork as the secondary object.

Answer: C

Explanation:

To measure handle time and resolution metrics for Messaging sessions, Salesforce recommends reporting on Messaging Session as the primary object, since it contains session duration, resolution status, and engagement metrics. Linking AgentWork as the secondary object provides data on the agent's activity and time spent handling each session.

Option A reverses the hierarchy, which limits visibility into per-session metrics.

Option B references Messaging User, which tracks user profiles, not interaction metrics.

Referenced Salesforce Materials:

Salesforce Help: "Report on Messaging Sessions and AgentWork Data".

Service Cloud Consultant Exam Guide - Contact Center Analytics Domain (performance metrics and real-time reporting).

Salesforce Spring '24 Release Notes - Messaging and Analytics Enhancements.

NEW QUESTION # 108

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

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

Answer: C

Explanation:

The Omni-Channel Supervisor tab provides real-time visibility into agent presence, capacity, and workload within the Lightning Service Console. Managers can view which agents are available, their online duration, and how many work items they are handling. This tool is essential for real-time workforce management and case distribution visibility.

Option A (Omni-Channel Utility) is for agents to manage their own status, not for managerial monitoring.

Option B (Omni-Channel Analytics) offers historical insights, not live agent availability.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Monitor Agents in Real Time with the Omni-Channel Supervisor Tab".

Salesforce Winter '23 Release Notes - Omni-Supervisor Enhancements.

NEW QUESTION # 109

Universal Containers case managers receive a high volume of new cases daily and would like to improve efficiency across multiple teams with multiple disparate product specializations. Currently, all cases are automatically distributed evenly across all case managers, regardless of the case manager's knowledge of the products related to the case.

What should a consultant recommend to modify the Case Assignment rules?

- A. Implement Skills-Based Routing
- B. Implement Queue-Based Routing

- C. Implement Einstein Article Recommendations.

Answer: A

Explanation:

Skills-Based Routing is an advanced feature in Salesforce Service Cloud that directs cases to the most qualified case managers based on their skills and expertise. By implementing Skills-Based Routing, Universal Containers can ensure that cases are assigned to case managers with the appropriate product knowledge, improving case resolution efficiency and quality. This method optimizes resource allocation and enhances customer satisfaction by matching cases with the best-suited case managers.

NEW QUESTION # 110

Cloud Kicks is changing its case management system to Salesforce. All active accounts, contacts, and closed cases for the past 5 years need to be migrated to Salesforce for go-live.

Which approach should a consultant use for data migration?

- A. Plan, Prepare, Execute, Test, Validate
- **B. Plan, Prepare, Test, Execute, Validate**
- C. Prepare, Plan, Test, Validate, Execute

Answer: B

Explanation:

For data migration to Salesforce, including active accounts, contacts, and historical cases, the recommended approach is to Plan, Prepare, Test, Execute, and Validate. This structured approach ensures thorough preparation, testing for accuracy, execution of the migration, and validation of the data post-migration, ensuring a smooth transition to Salesforce with accurate and complete data.

NEW QUESTION # 111

Cloud Kicks (CK) wants to explore having a full Incident Management, Swarming, and Change Management process to provide a foundation for its auditing and governance needs. CK also wants interactive recommendations for every department during this process.

Besides implementing Incident Management and Service Cloud for Slack, what should a consultant recommend for the full solution?

- **A. Implement flow orchestration with Work Guides**
- B. Implement Guidance for Success and Knowledge articles.
- C. Implement a third-party app from AppExchange.

Answer: A

Explanation:

For a full Incident Management, Swarming, and Change Management process that includes interactive recommendations, implementing flow orchestration with Work Guides is recommended. Work Guides provide step-by-step guidance and can orchestrate complex processes across departments, ensuring adherence to auditing and governance requirements while offering interactive, context-specific recommendations.

NEW QUESTION # 112

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