

Salesforce Service-Con-201 Cert Exam | Service-Con-201 New Dumps Files



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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<ul style="list-style-type: none"> • 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	<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 4	<ul style="list-style-type: none"> • Knowledge Management: This domain covers Knowledge article lifecycle, Knowledge Centered Service methodology, and configuring Salesforce Knowledge for agent support and self-service processes.
Topic 5	<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 6	<ul style="list-style-type: none"> • 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.

Salesforce Certified Service Cloud Consultant Sample Questions (Q225-Q230):

NEW QUESTION # 225

A consultant has been asked to advise Cloud Kicks (CK) on how to manage 5 years of case data so it is available to customers upon request.

Which feature will help CK users archive and access the case information from an External Object?

- A. Salesforce Case History Object
- B. Salesforce Big Object
- C. Salesforce connect

Answer: C

Explanation:

Salesforce Big Objects are purpose-built to handle large volumes of data-ideal for archiving long-term historical records such as 5 years of case data. They store data natively within Salesforce while minimizing impact on standard object storage limits. Big Objects support custom definitions and can be queried using Async SOQL for efficient data retrieval. This is well-suited for scenarios where data is infrequently accessed but must remain available for auditing or customer service inquiries. Unlike Salesforce Connect, which displays external data, Big Objects retain the data within Salesforce, which is key for compliance and availability needs.

NEW QUESTION # 226

Ursa Major Solar's support department would like to implement a process to ensure customers receive the appropriate support based on their service-level agreements (SLAs).

Which feature should the consultant configure as part of the implementation?

- A. Milestones

- B. Scheduled Flow Action
- C. Escalation Rule

Answer: A

Explanation:

Milestones are key components of Entitlement Management in Service Cloud that define SLA-based time targets (e.g., First Response or Resolution Time) on cases. Milestones track whether SLAs are met and can trigger alerts or actions when time thresholds are reached.

Option B (Escalation Rule) routes cases based on conditions but doesn't enforce SLA timing.

Option C (Scheduled Flow Action) can automate reminders but isn't designed for SLA tracking.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Case Management Domain.

Salesforce Help: "Set Up Milestones and Entitlements to Enforce SLAs."

Salesforce Winter '23 Release Notes - Entitlement Management Enhancements.

NEW QUESTION # 227

Universal Containers (UC) wants to allow customers to submit cases through its corporate website. UC wants to avoid a large volume of invalid cases.

Which tool should the consultant use to meet the requirements?

- A. Web-to-Case
- B. AppExchange Package
- C. On-Demand Email-to-Case

Answer: A

Explanation:

Comprehensive and Detailed

Web-to-Case is a Salesforce feature that enables organizations to gather customer support requests directly from their company's website and automatically generate new cases. To minimize invalid case submissions, Web-to-Case forms can include validation rules and reCAPTCHA verification.

From Salesforce Help:

"Gather customer support requests directly from your company's website and automatically generate new cases with Web-to-Case."

- Turn On and Customize Web-to-Case

Implementing Web-to-Case with appropriate validation measures ensures that only valid and complete cases are submitted, enhancing the efficiency of the support process.

NEW QUESTION # 228

Universal Containers (UC) has Service Cloud Voice. UC occasionally experiences surges in call volume. Leadership would like to see the impact of surges on internal metrics.

Which key performance indicator (KPI) should the consultant report on to meet the requirement?

- A. First call resolution and cases per hour
- B. After call work time and customer effort score
- C. Abandon rate and average speed to answer

Answer: C

Explanation:

In Service Cloud Voice, key KPIs that reflect the impact of call surges are:

Abandon Rate - percentage of customers who hang up before speaking with an agent, which rises during high-volume spikes.

Average Speed to Answer (ASA) - measures how quickly calls are answered, directly reflecting queue performance and staffing adequacy.

These two metrics provide real-time visibility into how surges affect service performance.

Option A measures productivity and resolution but not surge impact.

Option B focuses on post-call metrics, not capacity response.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Contact Center Analytics Domain (KPI selection and operational reporting).

Salesforce Help: "Service Cloud Voice Metrics and Best Practices".

Salesforce Spring '24 Release Notes - Service Cloud Voice Analytics Enhancements.

NEW QUESTION # 229

Universal Containers has technical support and general customer service teams that use unique Service Console applications. Which configuration should a consultant use when deploying the console?

- A. Assign the Service User license to their User record.
- B. Assign a permission set granting the Service User license.
- **C. Assign the app to the User profile.**

Answer: C

Explanation:

Assigning the Service Console application to the User profile ensures that users within specific profiles have access to the appropriate console based on their role and responsibilities. This configuration allows for a customized experience, ensuring that technical support and general customer service teams have access to the tools and information relevant to their unique workflows.

NEW QUESTION # 230

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