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Salesforce Service-Con-201 Exam Syllabus Topics:

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

>> Service-Con-201 Mock Test <<

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Salesforce Certified Service Cloud Consultant Sample Questions (Q128-Q133):

NEW QUESTION # 128
Cloud Kicks has recently started using Entitlements within its support process. Service agents are selecting entitlements with similar names that are incorrectly associated with the account assigned on the case.
What should a consultant recommend to meet the requirements and help service agents?

- A. Enable lookup filters.
- B. Set OWD sharing to Private.
- C. Configure a Quick Action.

Answer: A

Explanation:
Lookup filters can be used to restrict the Entitlements that service agents can select based on specific criteria, such as the account associated with the case. By enabling lookup filters, Cloud Kicks can ensure that agents are only presented with relevant entitlements, reducing the risk of selecting incorrect entitlements and improving the support process's efficiency.

NEW QUESTION # 129
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. Prepare, Plan, Test, Validate, Execute
- B. Plan, Prepare, Execute, Test, Validate
- C. Plan, Prepare, Test, Execute, Validate

Answer: C

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 # 130

Universal Containers has implemented Knowledge-Centered Support (KCS). Specific article types and categories require approval. Both the Publish Articles and the Submit for Approval buttons are available on page layouts. Agents are forgetting to submit certain articles types for approval.

What should a consultant recommend to automate the Approval Process?

- A. Update the Approval Process to Auto-launch.
- B. Create a Lightning Web Component action for Approval Process.
- C. Create an autolaunched Flow.

Answer: C

Explanation:

In Salesforce, to ensure that specific Knowledge articles are submitted for approval automatically, you can leverage an autolaunched Flow. This approach removes the dependency on agents to manually click the "Submit for Approval" button, thereby reducing the risk of articles bypassing the necessary approval process.

Implementation Steps:

Approval Process Configuration:First, set up an Approval Process for the Knowledge object, defining the entry criteria based on article types and categories that require approval.

Autolaunched Flow Creation:Create an autolaunched Flow that is triggered when a Knowledge article meets the specified criteria. Within this Flow, use the "Submit for Approval" core action to programmatically submit the article into the Approval Process.

Triggering Mechanism:Implement a record-triggered Flow that invokes the autolaunched Flow upon creation or update of a Knowledge article that matches the approval criteria.

By automating the submission process, you ensure that all relevant articles undergo the necessary approval steps without relying on manual intervention. This method aligns with Salesforce best practices for automating approval processes using Flow.

NEW QUESTION # 131

Universal Containers recently deployed a Salesforce Knowledge implementation and wants to evaluate the quality of the articles being produced.

What should the consultant recommend to gather information efficiently on Knowledge article usefulness?

- A. Create a review board to evaluate and manage Knowledge articles.
- B. Develop custom Knowledge reports and dashboards.
- C. Install the Knowledge Base Dashboards & Reports AppExchange package.

Answer: C

Explanation:

To efficiently gather information on Knowledge article usefulness, installing the Knowledge Base Dashboards & Reports package from Salesforce AppExchange is advisable. This package provides pre-built reports and dashboards designed specifically for Salesforce Knowledge, enabling quick insights into article performance, usage, and feedback, facilitating continuous improvement in Knowledge management.

NEW QUESTION # 132

Cloud Kicks is planning a Service Cloud implementation to reduce the time spent and improve the quality of agent messaging sessions with customers. After discussions with leadership and the customer service team, the consultant determines that the biggest gains with the least amount of effort for configuring a standard Einstein for Service feature are from automating standard responses. Which feature meets this requirement most effectively?

- A. Einstein Article Recommendations
- B. Einstein Reply Recommendations
- C. Einstein Case Wrap-Up

Answer: B

Explanation:

Einstein Reply Recommendations use AI to suggest responses to agents during messaging sessions, automating standard replies and improving efficiency. This feature helps reduce the time spent by agents on crafting responses, thereby enhancing the quality of

customer interactions with minimal configuration effort.

NEW QUESTION # 133

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