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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.
Topic 2	<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 3	<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 4	<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.

Salesforce Certified Service Cloud Consultant Sample Questions (Q66-Q71):

NEW QUESTION # 66

Cloud Kicks is thinking about implementing Swarming in Slack to allow multiple experts to collaborate on cases. What should they consider before implementation?

- A. Messages from a swarm can be shared to the case feed.
- B. Swarming can only be initiated from Slack.
- C. Swarms can be closed from Slack or Salesforce.

Answer: C

Explanation:

Swarming in Slack for Service Cloud allows experts to collaborate on complex cases within Slack channels that are linked to Salesforce records. Swarms can be initiated or closed from either Slack or Salesforce, maintaining synchronization between both platforms.

This feature enhances real-time collaboration while ensuring updates, closures, and outcomes are reflected in Service Cloud automatically.

Option A is incorrect-swarms can be initiated from either Slack or Salesforce.

Option B is partially correct but incomplete-messages are visible in the swarm context, but the defining functionality is the bi-directional closure capability.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Service Cloud Swarming Enhancements in Slack.

Service Cloud Consultant Exam Guide - Service Cloud Solution Design Domain.

Salesforce Help: "Collaborate with Swarming in Slack for Service Cloud".

NEW QUESTION # 67

Universal Containers (UC) has deployed a call center using open CTI. Call center agents are organized into four groups reflecting UC's four different product lines. Each group's manager would like a report on their agents' daily call volume, including related case and contact information.

How should the consultant recommend the report be created?

- A. Create a Custom Report type with Activities as the primary object.
- B. Build a report on Products with Activities grouped by owner.

- C. Customize the My Team's Calls This Week standard report.

Answer: A

Explanation:

For reporting on daily call volume including related case and contact information for different agent groups, creating a Custom Report Type with Activities as the primary object is advised. This allows for the inclusion of case and contact details in the report, providing a comprehensive view of each agent's call activity and related case interactions.

NEW QUESTION # 68

Universal Containers needs to provide contact center agents with access to a customer's payment history if the call concerns a billing problem. The following considerations need to be taken into account:

* Billing data is stored in an external system containing over 20 million records.

* Only the finance department has direct access to the billing system

Which solution should a consultant recommend?

- A. Create a custom tab that displays a search page from the billing system.
- B. Integrate payment data into Salesforce from the billing system using custom objects.
- **C. Configure Salesforce Connect and External Objects to the billing system.**

Answer: C

Explanation:

To provide contact center agents with access to a customer's payment history from an external billing system, configuring Salesforce Connect to integrate External Objects is advised. This solution enables real-time access to billing data directly within Salesforce, eliminating the need for direct access to the external system and streamlining the process for agents handling billing-related inquiries.

NEW QUESTION # 69

Cloud Kicks (CK) uses Service Cloud and Slack. For difficult cases, service agents want to create a swarm in Slack to pull in experts from multiple CK departments.

What should the consultant recommend to an agent who wants to launch a Slack Swarm?

- A. Escalation rules
- B. Apex trigger
- **C. Quick Action**

Answer: C

Explanation:

For agents wanting to launch a Slack Swarm for difficult cases, recommending the creation of a Quick Action in Service Cloud is suitable. This Quick Action can be configured to initiate a swarm in Slack, pulling in experts from multiple departments efficiently, enhancing collaboration and problem-solving for complex cases.

NEW QUESTION # 70

Case closure time at Cloud Kicks (CK) is too high although CK already enabled Knowledge Management.

What should the consultant recommend to decrease case closure time?

- A. Add data category groups.
- **B. Enable Suggested Articles.**
- C. Create synonym groups.

Answer: B

Explanation:

Enabling Suggested Articles in Salesforce Knowledge provides service agents with article recommendations based on case details, helping them find relevant information faster. This feature can decrease case closure times by equipping agents with the knowledge they need to resolve issues more efficiently, enhancing the overall support experience.

