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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details

Topic 1	• Knowledge Management: This domain covers Knowledge article lifecycle, Knowledge Centered Service methodology, and configuring Salesforce Knowledge for agent support and self-service processes.
Topic 2	• Contact Center Analytics: This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.
Topic 3	• 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	• Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.

Salesforce Certified Service Cloud Consultant Sample Questions (Q152-Q157):

NEW QUESTION # 152
Universal Containers is considering a Knowledge-Centered Support (KCS) implementation.
Which benefit can be expected from KCS adoption?

- A. Reduced need for self-service
- B. Reduced administrative overhead
- C. Reduced issue resolution time

Answer: C

Explanation:
Knowledge-Centered Support (KCS) focuses on integrating knowledge creation and maintenance into the problem-solving process.
By adopting KCS, organizations can expect a reduction in issue resolution time as service agents have quicker access to solutions and knowledge articles, enabling faster responses to customer inquiries and issues.

NEW QUESTION # 153
A manager would like information on which Knowledge articles are used most often by call center agents.
Which report should a consultant use to identify the Knowledge articles that are used most often?

- A. Knowledge articles with the most revisions
- B. Knowledge articles with the highest ratings
- C. Number of Knowledge articles attached to Cases

Answer: C

Explanation:
To identify which Knowledge articles are used most often by call center agents, creating a report that tracks the number of Knowledge articles attached to cases is recommended. This provides insights into which articles are most frequently utilized in case resolutions, informing content optimization and training efforts.

NEW QUESTION # 154
Universal Containers is launching a full line of new products, and Service Cloud should support the following requirements:
* Customer service agents need to collaborate with other teams.
* The product development team needs to be alerted on high-priority cases for specific products.
Which solution meets these requirements?

- A. Use Escalation Rules for notifications and Case Teams to monitor cases.
- B. Use Salesforce Flow for notifications and Account Teams to monitor cases.
- C. Use Salesforce Flow for notifications and Case Teams to monitor cases,

Answer: A

Explanation:
To meet the requirements of collaboration and alerting the product development team on high-priority cases for specific products, utilizing Escalation Rules for notifications and Case Teams for case monitoring is recommended. This approach ensures that critical cases are escalated and visible to the necessary teams for timely and collaborative resolution.

NEW QUESTION # 155

Universal Containers would like to set up Salesforce to automatically route cases to the appropriate service reps based on the following criteria:
* Cases are generated via email, web form, or Experience site.
* Service reps should be able to handle three cases at a time.
* Service reps should be able to choose whether to accept new cases.
* The service rep's manager should have insight into the rep's workload.
Which tool should the administrator use to route cases based on the support team's requirements?

- A. Case assignment rules
- B. Omni-Channel routing
- C. Record-triggered Flow

Answer: B

Explanation:
Omni-Channel routing is the Salesforce feature designed for intelligent, skill-based, and capacity-based work distribution. It meets all of UC's requirements by:
Automatically routing cases from multiple sources (email, web, Experience Cloud).
Allowing configurable agent capacity (for example, three cases at a time).
Enabling agents to manually accept or decline work via presence configuration.
Providing manager visibility through Omni-Supervisor dashboards for workload monitoring.
Case Assignment Rules (Option B) can route records but lack capacity management and live workload tracking.
Record-triggered Flows (Option C) can automate routing logic but do not provide real-time queue and presence management or agent acceptance capabilities.
Referenced Salesforce Materials:
Service Cloud Consultant Exam Guide - Interaction Channels Domain (Omni-Channel routing concepts).
Salesforce Help: "Route Work to Agents with Omni-Channel".
Salesforce Winter '23 Release Notes - Omni-Channel Enhancements (capacity-based routing).

NEW QUESTION # 156

Which advantage does Salesforce provide with the OpenCTI framework?

- A. Agents can run their softphone at the operating system level, embedded in the task bar or system tray.
- B. Agents can use telephony on a wide range of browsers and operating systems while only developing once.
- C. Developers can Integrate with any telephony platform available with minimal need for customization.

Answer: B

Explanation:
Salesforce's OpenCTI (Computer Telephony Integration) framework offers the advantage of allowing agents to use telephony across various browsers and operating systems without the need for multiple developments. This cross-platform compatibility ensures a consistent user experience and simplifies telephony integration within Salesforce, enhancing efficiency and accessibility for service agents.

NEW QUESTION # 157

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