

Service-Con-201 Test Question | Reliable Service-Con-201 Practice Questions

Acct 201 Test Questions

During the accounting period, Foster Company collects \$1,000 of its \$5,000 Accounts Receivable balance. The collection of the accounts receivable...

-Increases/decreases one asset/liability by \$1,000 and increases/decreases a asset/liability/stockholders equity by \$1,000

Increases one asset by \$1,000 and decreases another asset by \$1,000

Posting

Transfers journal entries to ledger accounts

Random Corporation issues \$25,000 in common stock. The stock issuance...

Increases Random's assets and stockholders equity by \$25,000

A paid dividend...

Decreases assets and stockholders equity

What should an investor review to determine whether financial statements comply with generally accepted accounting principles?

External Auditors Report

The current ratio measures

Liquidity

When a Ross Company performs a service and sends the customer a bill, the entry is...

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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 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"> • 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 5	<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.
Topic 6	<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.

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Salesforce Certified Service Cloud Consultant Sample Questions (Q129-Q134):

NEW QUESTION # 129

A recent analysis of cases at Cloud Kicks (CK) revealed a high percentage of simple cases, such as password resets and order inquiries. CK wants to provide customer self-service via Enhanced Channels such as SMS, Facebook Messenger, and WhatsApp. CK has created a Service Agent to meet this requirement.

What should the Service Cloud Consultant recommend as a next step to connect this AI agent to the Enhanced Channels?

- A. Create an embedded service deployment.
- B. Create an auto-launched flow.
- C. Create a new messaging channel.

Answer: C

Explanation:

To make the Agentforce Service Agent available for customer-facing conversations over Enhanced Messaging Channels (SMS, WhatsApp, Facebook Messenger, etc.), the next step is to create a new messaging channel and assign the AI agent to it. This allows the agent to engage directly with customers through these digital platforms while maintaining context and automation.

Option A (embedded service deployment) is used for web chat or web messaging, not Enhanced Messaging.

Option B (auto-launched flow) could define logic but cannot connect the AI to the channel.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Agentforce Service Agent: Channel Connection Enhancements.

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Connect Agentforce Service Agent to Messaging Channels (WhatsApp, SMS, Facebook)."

NEW QUESTION # 130

Support managers have requested the ability to provide real-time feedback to agents during customer chat sessions. Which feature should a consultant configure to meet this requirement?

- A. Omni-Channel Supervisor
- B. Chatter
- C. Flow Orchestrator

Answer: A

Explanation:

To enable support managers to provide real-time feedback to agents during customer chat sessions, configuring Omni-Channel Supervisor is advised. This feature allows supervisors to monitor active chat sessions, providing an opportunity to offer immediate guidance and feedback to agents, enhancing the quality of customer interactions.

NEW QUESTION # 131

Universal Containers is using Service Cloud for customer entry and case management, but order fulfillment, inventory, invoicing, and financial data are stored in other systems.

Which solution should a consultant recommend for integration?

- A. Utilize an AppExchange integration package.
- B. Utilize Apex with integrated External Objects.
- C. Utilize MuleSoft to integrate the systems.

Answer: C

Explanation:

MuleSoft, as an integration platform, offers a robust solution for connecting Salesforce Service Cloud with other systems like order fulfillment, inventory, invoicing, and financial data systems. MuleSoft's Anypoint Platform enables seamless API-led connectivity, ensuring that data flow between Salesforce and external systems is secure, efficient, and scalable. This approach supports complex integration scenarios and facilitates real-time data exchange and process automation across disparate systems.

NEW QUESTION # 132

A Service Cloud Consultant is overseeing a Service Cloud implementation for a retail organization. The rollout includes new case assignment processes, customized Service Console layouts, and a knowledge base. The consultant wants to ensure deployment proceeds smoothly and that users are prepared for go-live.

What should the consultant do first to develop an effective deployment and training strategy?

- A. Host informational sessions about new features while technical configuration is underway, and plan for post-deployment user support to address training needs as they arise.
- B. Prepare user-facing documentation and quick-reference guides early, then roll out features once the Service Console layouts are finalized.
- C. Define rollout milestones, set up appropriate sandbox environments for testing and training, and plan scenario-based user training sessions.

Answer: C

Explanation:

The Service Cloud Consultant Exam Guide - Implementation Strategies Domain recommends defining deployment milestones, leveraging sandbox environments for testing and user training, and conducting scenario-based training to ensure readiness.

This proactive approach ensures that users are trained in realistic workflows before go-live, reduces disruption, and validates deployment readiness through UAT (User Acceptance Testing).

Option A defers structured training until after go-live, risking poor adoption.

Option C focuses only on documentation, not on milestones, testing, or interactive training.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Implementation Strategies Domain.

Salesforce Help: "Plan Deployment and User Training for Service Cloud".

Salesforce Project Delivery Framework - Testing and Enablement Best Practices.

NEW QUESTION # 133

Universal Containers (UC) has hired a consulting firm to implement Service Cloud for its contact center for the first time. The project requires quick iterations and speedy completion. UC has requested frequent updates from the project team for check-ins and

refinement.

Which methodology should the consultant recommend given the requirements?

- A. Waterfall
- **B. Agile**
- C. Hybrid

Answer: B

Explanation:

Given the requirements for quick iterations, speedy completion, and frequent updates, the Agile methodology is recommended. Agile allows for adaptive planning, evolutionary development, early delivery, and continuous improvement, facilitating rapid response to changes and ensuring close collaboration with the client for regular feedback and refinement.

NEW QUESTION # 134

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