

Salesforce Service-Con-201 Latest Exam Tips - Test Service-Con-201 Testking

Salesforce Admin 201 Exam Practice Questions With Complete Solutions (Latest Updated 2024/2025) Graded 100%

1. What should a system administrator use to disable access to a custom application for a group of users?
- A. Profiles
B. Sharing rules
C. Web tabs
D. Page layouts - ✓✓A. Profiles
2. Universal Containers needs to track the manufacturer and model for specific car companies. How can the system administrator ensure that the manufacturer selected influences the values available for the model?
- A. Create the manufacturer field as a dependent picklist and the model as a controlling picklist.
B. Create a lookup field from the manufacturer object to the model object.
C. Create the manufacturer field as a controlling picklist and the model as a dependent picklist.
D. Create a multi-select picklist field that includes both manufacturers and models. - ✓✓C. Create the manufacturer field as a controlling picklist and the model as a dependent picklist.
3. Sales representatives at Universal Containers need assistance from product managers when selling certain products. Product managers do not have access to opportunities, but need to gain access when they are assisting with a specific deal. How can a system administrator accomplish this?
- A. Notify the product manager using opportunity update reminders.
B. Enable opportunity teams and allow users to add the product manager.
C. Use similar opportunities to show opportunities related to the product manager.
D. Enable account teams and allow users to add the product manager. - ✓✓B. Enable opportunity teams and allow users to add the product manager.

ITExamSimulator's Salesforce Service-Con-201 exam training materials are bring the greatest success rate to all the candidates who want to pass the exam. Salesforce Service-Con-201 exam is a challenging Certification Exam. Besides the books, internet is considered to be a treasure house of knowledge. In ITExamSimulator you can find your treasure house of knowledge. This is a site of great help to you. You will encounter the complex questions in the exam, but ITExamSimulator can help you to pass the exam easily. ITExamSimulator's Salesforce Service-Con-201 Exam Training material includes all the knowledge that must be mastered for the purpose of passing the Salesforce Service-Con-201 exam.

Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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">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"> • Implementation Strategies: This domain focuses on consulting engagement participation, deployment and training recommendations, and considerations for data migration, quality, governance, and large data volumes.
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Salesforce Certified Service Cloud Consultant Sample Questions (Q203-Q208):

NEW QUESTION # 203

Which feature should a consultant recommend to assign a case to a Tier 2 service queue so the Tier 2 service agent knows how far the Tier 1 service agent had progressed in troubleshooting the case?

- **A. Path for Cases**
- B. Slack message
- C. Case Comments
- D. Escalation Rules

Answer: A

Explanation:

To provide Tier 2 agents with visibility into the progress made by Tier 1 agents, Path for Cases is the recommended feature. This visual tool guides agents through the stages of case resolution, displaying key fields and statuses.

From the Salesforce documentation:

"Path visually guides agents through the different stages of a case, providing them with the necessary context and guidance at each step. This feature helps in streamlining the handover process and ensures that Tier 2 representatives are immediately aware of the actions taken by Tier 1, enhancing efficiency and case resolution times."

-Salesforce Service Cloud Consultant Guide

Implementing Path for Cases ensures a seamless transition between support tiers, maintaining continuity in customer service and reducing the time needed for Tier 2 agents to get up to speed.

NEW QUESTION # 204

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

Answer: A

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.

NEW QUESTION # 205

A Service Cloud Consultant has been hired to integrate a client's phone system with Salesforce. What should the consultant consider using for this integration?

- A. Service Cloud Softphone Layout
- B. Lightning Dialer
- **C. Service Cloud Voice**

Answer: C

Explanation:

Service Cloud Voice is Salesforce's unified telephony solution that integrates phone systems directly into the Service Console. It combines Amazon Connect (or other supported telephony providers) with Salesforce data, offering real-time call transcription, sentiment analysis, and screen pops.

Option A (Softphone Layout) is part of legacy CTI integration, not a modern unified solution.

Option B (Lightning Dialer) supports outbound calling only and lacks enterprise telephony features.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Integrate Telephony Using Service Cloud Voice."

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

NEW QUESTION # 206

The Universal Containers product development team uses Service Cloud. UC has recently added its billing support team to its existing Service Cloud implementation. Upon reviewing the billing and product team's case lifecycles, the following statuses were documented:

* Billing support team: New, Under Review, In Progress, Blocked, Closed

* Product development team: New, Under Review, In Progress, Closed

How should a consultant configure Service Cloud to provide each team with the correct case lifecycle?

- **A. Use Support Processes for each team's lifecycle.**
- B. Create a Path widget to visualize each team's lifecycle.
- C. Use dynamic forms to hide unnecessary options for each team's lifecycle.

Answer: A

Explanation:

Support Processes in Salesforce are specifically designed to manage variations in the Case Status field based on business needs. They allow each team to work with a status picklist tailored to their specific lifecycle.

For Universal Containers:

The billing support team's Support Process would include: New, Under Review, In Progress, Blocked, Closed.

The product development team's Support Process would include: New, Under Review, In Progress, Closed.

These Support Processes are tied to different Record Types. Each team is assigned the appropriate Record Type, ensuring that only the relevant statuses are shown to the respective users. This approach maintains clarity, reduces error, and aligns workflows with operational requirements.

Reference:

https://help.salesforce.com/s/articleView?id=sf.fsc_flows_admin_create_support_process.htm&language=en_US&type=5

<https://trailhead.salesforce.com/content/learn/projects/set-up-case-escalation-entitlements/create-support-processes-cases>

NEW QUESTION # 207

A consultant has been hired to integrate a client's phone system with Salesforce.

What should the consultant consider using for this integration?

- **A. Service Cloud Call Center**
- B. Service Cloud Softphone Layout
- C. Lightning Dialer

Answer: A

Explanation:

When integrating a client's phone system with Salesforce, using the Service Cloud Call Center (also known as Salesforce Call

Center) is recommended. This feature facilitates the integration of telephony systems with Salesforce, enabling agents to manage calls directly within the Service Cloud interface, enhancing efficiency and providing a unified customer service experience.

NEW QUESTION # 208

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