

Service-Con-201 Exam Score - Training Service-Con-201 Pdf

EXAM SCORE SHEET

| Student ID | Name | Subject 1 | Subject 2 | Subject 3 | Subject 4 | Total Score | Grade |
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| 1 | John Doe | 85 | 92 | 78 | 90 | 345 | A |
| 2 | Jane Smith | 90 | 88 | 92 | 85 | 355 | A+ |
| 3 | Michael Johnson | 79 | 81 | 77 | 85 | 322 | B |
| 4 | Sarah Williams | 92 | 87 | 85 | 90 | 354 | A+ |
| 5 | Robert Brown | 86 | 83 | 75 | 82 | 326 | B |
| 6 | Amanda Davis | 91 | 95 | 97 | 92 | 375 | A+ |
| 7 | Thomas Rodriguez | 80 | 79 | 83 | 78 | 320 | B |
| 8 | Jennifer Martinez | 94 | 93 | 91 | 89 | 367 | A+ |
| 9 | David Wilson | 88 | 84 | 86 | 81 | 339 | A |
| 10 | Elizabeth Thompson | 82 | 80 | 79 | 83 | 324 | B |

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Salesforce Certified Service Cloud Consultant Sample Questions (Q123-Q128):

NEW QUESTION # 123

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

Answer: B

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 # 124

Universal Containers wants to let its customers interact in real time with support agents from their computers and mobile devices. Which feature should a consultant recommend to meet this requirement?

- A. Web-to-Case
- B. Knowledge articles
- C. Einstein Chat Bot

Answer: C

Explanation:

To enable real-time interaction between customers and support agents from computers and mobile devices, implementing an Einstein Chat Bot is recommended. Chatbots provide an immediate, interactive communication channel that can escalate complex issues to live agents, enhancing the customer support experience across devices.

NEW QUESTION # 125

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 # 126

Universal Containers provides phone support to customers. The abandoned call rate has been high in recent months.

Which solution should a Service Cloud Consultant recommend to address the issue?

- A. Enable contact requests and queue callbacks.
- B. Configure and set up Service Swarming in Slack.
- C. Create case assignment rules for service rep routing.

Answer: A

Explanation:

Queue callbacks and contact requests are features of Service Cloud Voice and Omni-Channel, allowing customers to request a callback instead of waiting on hold. This reduces abandoned call rates and improves the customer experience by letting them maintain their place in the queue.

Option A (case assignment rules) applies to internal case routing, not telephony wait management.

Option B (Service Swarming) helps with collaboration but doesn't address abandoned calls.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Reduce Abandon Rates Using Queue Callbacks in Service Cloud Voice." Salesforce Spring '24 Release Notes - Contact Center Enhancements and Callback Functionality.

NEW QUESTION # 127

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. Create a Lightning Web Component action for Approval Process.
- B. Update the Approval Process to Auto-launch.
- 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 # 128

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