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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	• Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.
Topic 2	• 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 3	• Integrations: This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.
Topic 4	• 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.

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Salesforce Certified Service Cloud Consultant Sample Questions (Q119-

Q124):

NEW QUESTION # 119
The VP of service at Universal Containers wants to make it easier and faster for support agents to send Knowledge articles to the customer.
What should a consultant configure to send the article to the customer?

- A. Create an auto-response rule that links to Knowledge articles.
- B. Set up the Case Deflection component to share Knowledge articles.
- C. Create a Macro to send an email with Knowledge articles.

Answer: C

Explanation:

To facilitate the quick and easy sending of Knowledge articles to customers by support agents, creating a Macro that automates the process of attaching articles to an email is recommended. This streamlines the sharing of helpful information, enhancing the support experience for customers while increasing efficiency for agents.

NEW QUESTION # 120
A service manager at Cloud Kicks has received complaints from customers who speak languages other than English that their cases are taking a long time to be resolved. After investigation, the consultant has determined that these work items fail to be assigned to the correct agents.
What should the consultant recommend that the service manager do first?

- A. Review Assigned Work.
- B. Review Queues Backlog.
- C. Review Skills Backlog.

Answer: C

Explanation:

Reviewing the Skills Backlog allows the service manager to identify any mismatches or delays in assigning cases to agents with the appropriate language skills. Addressing issues in the skills assignment process can help reduce resolution times for non-English speaking customers by ensuring cases are directed to the right agents.

NEW QUESTION # 121
Universal Containers wants to develop a new Case Management solution. The end-to-end solution will include integrations with third-party systems.
Following best practices, which development and deployment path should a consultant recommend?

- A. Develop in one sandbox, complete quality assurance in a different sandbox, and then perform user acceptance and integration testing in production.
- B. Develop and test Salesforce functionality in one sandbox, and then rebuild the functionality in production.
- C. Set up separate sandboxes for development, quality assurance, and user acceptance testing, and then move the features to production.

Answer: C

Explanation:

Following best practices for developing a new Case Management solution that includes third-party integrations, it's advisable to use separate sandboxes for different stages of development. This approach allows for isolated environments to develop, test, and validate features before deployment to production, minimizing risks and ensuring that new functionalities meet user requirements and work as expected in an integrated ecosystem.

NEW QUESTION # 122
A consultant is advising Cloud Kicks on developing call center metrics to measure service rep productivity based on a combination of quality and practical metrics.

Which key performance indicator (KPI) usually points to high customer satisfaction?

- A. Self-help case deflection
- B. First Contact Resolution
- C. Knowledge article creation rate

Answer: B

Explanation:
First Contact Resolution (FCR) is one of the most important quality metrics directly correlated with high customer satisfaction and loyalty. It measures the percentage of customer issues resolved during the initial interaction without requiring follow-up.
According to the Service Cloud Consultant Exam Guide - Contact Center Analytics Domain, improving FCR typically increases CSAT and reduces overall case volume and handling costs. It reflects the effectiveness of service reps and the quality of internal processes.
Option A (Knowledge article creation rate) measures internal enablement and content productivity but not customer satisfaction directly.
Option C (Self-help case deflection) reflects channel efficiency, not direct interaction quality.
Referenced Salesforce Materials:
Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.
Salesforce Help: "Key Service Metrics and KPIs for Contact Centers".
Salesforce Trailhead: "Improve Customer Satisfaction with FCR and CSAT Metrics".

NEW QUESTION # 123
Universal Containers (UC) recently expanded sales to Mexico and Canada. UC wants OmniChannel to route cases to agents who speak the customer's preferred language and have the right knowledge to solve the issue.
Which solution should a consultant recommend to meet the requirements?

- A. Configure Case Assignment rule and Omni-Channel Supervisor.
- B. Configure Omni-Channel Skills-based Routing.
- C. Configure Omni-Channel Queue-Based Routing.

Answer: B

Explanation:
To meet the requirement of routing cases based on language proficiency and knowledge area, Omni-Channel Skills-based Routing is the best solution. Skills-based routing allows cases to be directed to agents who possess the specific skills required to handle the case, such as language fluency and product expertise, ensuring efficient and effective case resolution.

NEW QUESTION # 124
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