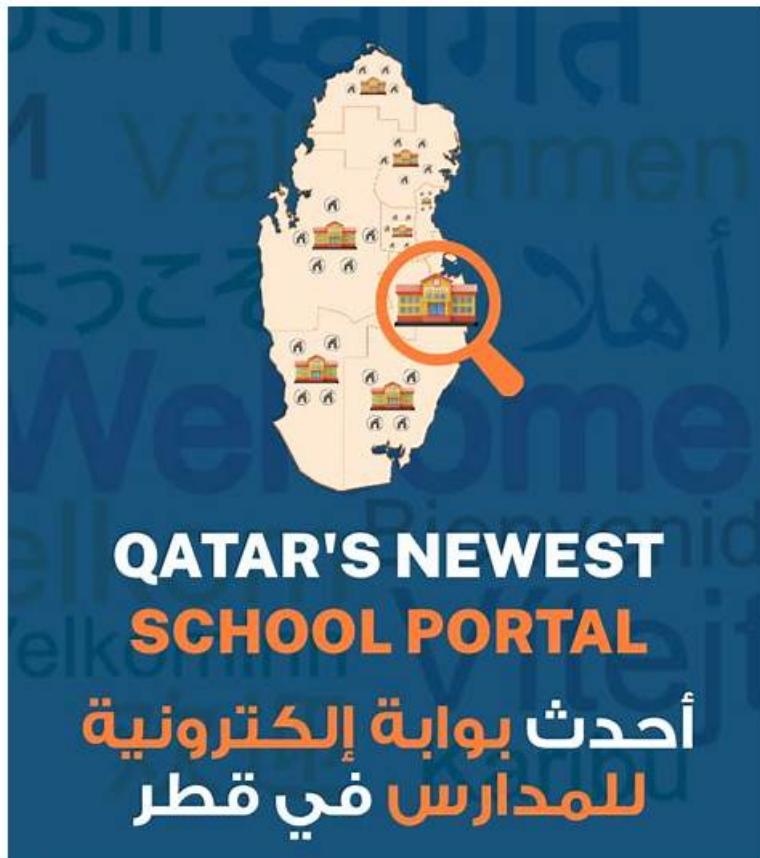# Salesforce Service-Con-201 Vce Download | Service-Con-201 Answers Real Questions

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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	• Implementation Strategies: This domain focuses on consulting engagement participation, deployment and training recommendations, and considerations for data migration, quality, governance, and large data volumes.
Topic 2	• Integrations: This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.
Topic 3	• Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.
Topic 4	• Knowledge Management: This domain covers Knowledge article lifecycle, Knowledge Centered Service methodology, and configuring Salesforce Knowledge for agent support and self-service processes.
Topic 5	• 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 6	• Contact Center Analytics: This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.
Topic 7	• 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 (Q196-Q201):

NEW QUESTION # 196
Universal Containers wants to offer its customers interactive chat as well as case processing.
The same team of service agents will be handling both types of communication from customers.
Which solution should a consultant recommend to ensure that service agents are only assigned an appropriate number of issues?

- A. Omni-Channel
- B. Case team
- C. Case assignment rules

Answer: A

Explanation:
To ensure service agents handling both chat and case processing are assigned an appropriate number of issues, Omni-Channel is the solution. Omni-Channel's capacity management features ensure that agents are not overloaded with work items, maintaining a manageable workload and improving efficiency and response times.

NEW QUESTION # 197
Universal Containers wants to add functionality to its Service Cloud implementation so customers are able to add digital files to case records.
Which functionality should a consultant recommend to meet these requirements?

- A. Slack Connect
- B. Web-to-Case
- C. Email-to-Case

Answer: B

Explanation:
To add functionality allowing customers to attach digital files to case records, Web-to-Case is recommended. This feature enables customers to submit cases through a web form, including the capability to attach files, facilitating the collection of additional information that can assist in case resolution.

NEW QUESTION # 198
A large retail company wants to optimize its customer service operations by using AI to analyze conversation transcripts across all service channels. The goal is to extract common contact reasons, predict customer sentiment, and deliver personalized

recommendations to service reps during live interactions.
Which solution should a Service Cloud Consultant use to meet these requirements?

- A. Use Einstein Article Recommendations to suggest knowledge articles based on historical case topics, and enable Chat Transcripts for service rep review.
- B. Enable Omni-Channel and use Service Analytics dashboards to monitor volume and service rep activity across channels in real time.
- C. Use Data Cloud to unify transcript metadata, loyalty, and service data to generate calculated insights and sentiment-based recommendations for service reps and supervisors.

Answer: C

Explanation:
Salesforce Data Cloud (Customer Data Platform) provides capabilities to unify structured and unstructured data sources such as chat and voice transcripts, loyalty programs, and service records. Through this unified data model, organizations can generate calculated insights, apply AI-driven sentiment analysis, and deliver personalized, predictive recommendations within Service Cloud and Agentforce experiences.
This use case aligns directly with Service Cloud + Data Cloud integration, as highlighted in the Spring '24 Release Notes, which introduced transcript unification and sentiment scoring for AI-powered service operations.
Option A focuses on static article recommendations, which do not analyze conversation data or sentiment.
Option C provides operational metrics via analytics dashboards but does not deliver AI-driven recommendations or sentiment analysis.
Referenced Salesforce Materials:
Salesforce Spring '24 Release Notes - Data Cloud for Service Enhancements (transcript sentiment analysis and calculated insights).
Service Cloud Consultant Exam Guide - Contact Center Analytics Domain (analytics, AI, and real-time insight integration).
Salesforce Help: "Unify Conversation Data in Data Cloud for Real-Time Service Intelligence".

NEW QUESTION # 199
Universal Containers is migrating from Knowledge to Lightning Knowledge using the Lightning Knowledge Migration Tool and noticed that none of the article file attachments were migrated.
How can a consultant migrate the file attachments?

- A. Use the Lightning Knowledge Migration Tool and choose 'include files'.
- B. Use the Files Related List on each article to add files to the articles.
- C. Upload the files as Documents, then relate them to the migrated articles.

Answer: B

Explanation:
When migrating to Lightning Knowledge, file attachments from Classic Knowledge articles do not automatically transfer. To migrate these file attachments, consultants can manually add files to the corresponding Lightning Knowledge articles using the Files Related List. This approach ensures that all relevant attachments are associated with the correct articles, maintaining the integrity and usefulness of the Knowledge base post-migration.

NEW QUESTION # 200
Universal Containers (UC) has created a new partner onboarding process that requires an agent to create 10 open activities that correlate to a step of the onboarding experience. UC typically adds 20 new partners a week. Creating activities is labor intensive and can take up to 20 minutes each to complete.
What is a cost-effective method for agents to create these activities?

- A. Execute a macro
- B. Leverage Einstein Case Wrap-Up.
- C. Navigate a Screen Flow.

Answer: A

Explanation:
To efficiently create multiple activities related to the new partner onboarding process, executing a macro is a cost-effective method.
Macros automate repetitive tasks, allowing agents to quickly generate the required activities for each step of the onboarding process,

saving time and reducing manual effort.

NEW QUESTION # 201

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