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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"> 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 3	<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 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"> Contact Center Analytics: This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.

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Salesforce Certified Service Cloud Consultant Sample Questions (Q154-Q159):

NEW QUESTION # 154

Universal Containers wants to implement a new Experience Cloud site to support its customers. It has provided the following requirements:

- * Ability for visitors to search Knowledge articles without registering or logging in
 - * Ability for over 1 million registered customers to securely submit cases and view the status of those cases
 - * Ability for registered customers to save favorite Knowledge articles for easy access later
- **A. Implement a Customer Account Portal experience.**
 - B. Implement a Help Center experience.
 - C. Implement a Microsite (LWR) experience.

Answer: A

Explanation:

A Customer Account Portal experience (Customer Service template) is the recommended approach when an organization needs to: Support authenticated users (registered customers) who can create, view, and manage cases securely.

Handle large-scale user volumes (millions of customers).

Provide personalized functionality, such as saving favorite articles and accessing case history.

Allow public (unauthenticated) access to search Knowledge articles.

Option B (Help Center) supports anonymous article browsing but lacks robust authenticated features like case management or personalization.

Option C (Microsite LWR) is designed for lightweight, static content and marketing use cases, not authenticated service portals.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Service Cloud Solution Design Domain.

Salesforce Help: "Customer Account Portal Overview and Configuration."

Salesforce Experience Cloud Implementation Guide - Selecting the Right Template.

NEW QUESTION # 155

Universal Containers wants to allow customers to send messages to agents in Service Console via their preferred mobile app. Which feature should a consultant recommend?

- A. Einstein Bots
- **B. Messaging**
- C. OmniStudio

Answer: B

Explanation:

To enable customers to send messages via their preferred mobile app to agents in the Service Console, the "Messaging" feature in Salesforce is recommended. This feature integrates various messaging platforms with the Service Cloud, allowing agents to communicate with customers through their preferred channels, enhancing customer experience and engagement.

NEW QUESTION # 156

Universal Containers (UC) has a policy that requires all email traffic to remain within its firewall. UC receives up to 2,000 cases per day, some of which include large email attachments from customers.

When implementing Salesforce in this scenario, which solution should a consultant recommend?

- A. deg -Demand Email-to-Case
- **B. Email-to-Case**
- C. Email relay

Answer: B

Explanation:

For Universal Containers, which requires all email traffic to remain within its firewall and handles a high volume of cases with attachments, Email-to-Case is the recommended solution. Email-to-Case allows emails to be converted into cases within Salesforce while keeping email data secure within the company's firewall, accommodating the need for security and efficiency in handling customer cases.

Email-to-Case is the Salesforce standard for handling high-volume email processing securely. It allows for secure transmission via TLS encryption, and it can efficiently process large volumes (such as 2,000+ cases/day) including multiple attachments.

Salesforce Email-to-Case offers the scalability, encryption, and attachment handling required for compliance with secure email policies. It also allows for configuration of attachment size limits and filtering.

A custom email service might offer flexibility but would be costlier to maintain and implement, and Einstein Activity Capture is intended for syncing email/calendar data, not for case creation or secure intake of customer email attachments.

NEW QUESTION # 157

What should a consultant recommend to ensure chat requests contain sufficient information for service agents to respond effectively?

- A. Customize Intents using Einstein Chatbots.
- **B. Customize the pre-chat form**
- C. Customize the Lightning Console chat page.

Answer: B

Explanation:

Customizing the pre-chat form allows for the collection of sufficient information from customers before a chat session begins. This ensures that service agents have the context and details needed to respond effectively, improving the efficiency and quality of chat interactions.

NEW QUESTION # 158

Cloud Kicks provides phone support to customers using the Service Cloud Voice Dialer. Once a call completes, support agents often need to send a follow-up email or finalize case notes. CK wants to get insight about agent efficiency.

Which metric should a consultant recommend to track the efficiency of individual agents?

- A. Call Abandonment
- B. Total Emails Sent
- **C. After Conversation Work Time**

Answer: C

Explanation:

To track the efficiency of individual agents using the Service Cloud Voice Dialer, focusing on the "After Conversation Work Time" metric is recommended. This metric measures the time spent by agents on follow-up tasks after a call has ended, providing insights into how efficiently agents manage their post-call responsibilities and contributing to an overall understanding of agent productivity.

NEW QUESTION # 159

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