

# Service-Con-201 Visual Cert Exam & Exam Service-Con-201 Overviews



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## Salesforce Certified Service Cloud Consultant Sample Questions (Q20-Q25):

### NEW QUESTION # 20

Cloud Kicks has a Service Cloud implementation with several channels. Executives want quick access to agent, team, and call center key performance indicators (KPIs). Service managers need to see data about their teams as well. How should the consultant display the data quickly?

- A. Migrate the data to a data lake and request a dashboard.
- **B. Use Einstein Analytics for Service Cloud,**
- C. Create reports from Cases and display on a dashboard.

**Answer: B**

Explanation:

For providing executives and service managers with quick access to agent, team, and call center KPIs, utilizing Einstein Analytics for Service Cloud is recommended. This solution offers advanced analytics and visualization capabilities, enabling the creation of dashboards that provide real-time insights tailored to different organizational levels, based on their data access.

### NEW QUESTION # 21

Universal Containers wants to reduce the clicks a customer support agent uses when working on a case. This includes the time it takes to create, resolve, and close the case.

Which Salesforce productivity feature should a consultant use to accomplish this requirement?

- A. Quick action
- **B. Macros**
- C. Flow

**Answer: B**

Explanation:

Macros in Salesforce allow users to automate repetitive tasks with a single click, such as creating, updating, and closing cases. Implementing macros can significantly reduce the number of clicks and time customer support agents spend on routine case management tasks, enhancing productivity and allowing them to focus more on resolving customer issues.

### NEW QUESTION # 22

Universal Containers (UC) wants to improve customer satisfaction by diversifying its interaction channels. UC's goal is to enhance real-time communication and support.

Which interaction channel should the consultant suggest to UC?

- **A. Messaging In-app and Web (MIAW)**
- B. Experience Cloud sites
- C. Einstein Bots

**Answer: A**

Explanation:

To enhance real-time communication and support, Messaging In-app and Web (MIAW) should be suggested. MIAW enables direct, real-time interactions with customers through various messaging platforms, including web chat and mobile messaging. This channel provides a convenient and immediate way for customers to connect with support, improving satisfaction through enhanced accessibility and responsiveness.

### NEW QUESTION # 23

A consultant is tasked with creating a dashboard in Salesforce for Cloud Kicks' executives. The dashboard needs to provide insights that will assist in strategic decision-making.

Which type of report should the consultant include to meet the requirement?

- **A. Snapshot reporting that shows trends in the number of cases handled per month, providing a high-level overview of customer service operations**
- B. Detailed CTI analytics reports, such as wait times and handle times, to review individual agent performance
- C. Omni-Channel Analytics detailing specific paths and routing types to evaluate the efficiency of support channel

**Answer: A**

Explanation:

Snapshot reporting on trends in the number of cases handled per month offers executives a high-level overview of customer service operations, enabling them to identify patterns, assess performance, and make informed strategic decisions. This type of report is valuable for understanding service demand and resource allocation over time.

### NEW QUESTION # 24

Cloud Kicks plans to deploy Service Cloud to customers who will have different levels of support. The consultant is unsure whether Entitlements only or Entitlements plus Service Contracts is the correct solution.

Which question should the consultant ask to determine the preferred solution?

- A. Will customers access Knowledge articles through Experience Cloud?
- **B. Is support provided on a periodic basis and renewed annually?**
- C. Do multiple versions of the Entitlements need to be created and maintained?

**Answer: B**

Explanation:

Asking whether support is provided on a periodic basis and renewed annually helps determine the need for Service Contracts in addition to Entitlements. Service Contracts are suitable for situations where support is tied to specific terms and conditions, such as annual support agreements, whereas Entitlements define the types of support a customer is entitled to.

## NEW QUESTION # 25

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