

Most Recent Salesforce Service-Con-201 Questions For Effective Future Profession [2026]

Salesforce Admin 201 Exam Practice Questions With Complete Solutions (Latest Updated 2024/2025) Graded 100%

1. What should a system administrator use to disable access to a custom application for a group of users?
- A. Profiles
B. Sharing rules
C. Web tabs
D. Page layouts - ✓✓A. Profiles
2. Universal Containers needs to track the manufacturer and model for specific car companies. How can the system administrator ensure that the manufacturer selected influences the values available for the model?
- A. Create the manufacturer field as a dependent picklist and the model as a controlling picklist.
B. Create a lookup field from the manufacturer object to the model object.
C. Create the manufacturer field as a controlling picklist and the model as a dependent picklist.
D. Create a multi-select picklist field that includes both manufacturers and models. - ✓✓C. Create the manufacturer field as a controlling picklist and the model as a dependent picklist.
3. Sales representatives at Universal Containers need assistance from product managers when selling certain products. Product managers do not have access to opportunities, but need to gain access when they are assisting with a specific deal. How can a system administrator accomplish this?
- A. Notify the product manager using opportunity update reminders.
B. Enable opportunity teams and allow users to add the product manager.
C. Use similar opportunities to show opportunities related to the product manager.
D. Enable account teams and allow users to add the product manager. - ✓✓B. Enable opportunity teams and allow users to add the product manager.

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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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	<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"> • 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 4	<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 5	<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 6	<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.
Topic 7	<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.

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Salesforce Certified Service Cloud Consultant Sample Questions (Q15-Q20):

NEW QUESTION # 15

The service center managers and IT team at Cloud Kicks have asked the consultant for a cost-benefit analysis after a new Service Cloud implementation.

What measurement will reflect cost savings after the implementation?

- A. KPIs for CSAT
- **B. Reduced service rep backlog**
- C. Reduced license count

Answer: B

Explanation:

Reduced service rep backlog directly reflects operational efficiency and cost savings following a Service Cloud implementation. When automation, routing, and self-service capabilities reduce open case volume and agent handling time, the company can handle the same or greater workload with fewer resources-representing measurable cost savings.

Option A (CSAT) measures customer satisfaction, not cost efficiency.

Option B (license count) is a static expense metric and not a performance outcome of implementation.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.

Salesforce Help: "Measure ROI and Operational Cost Savings in Service Cloud." Salesforce Trailhead: "Measure Contact Center Efficiency with Backlog and Handle Time."

NEW QUESTION # 16

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 Microsite (LWR) experience.
- C. Implement a Help Center 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 # 17

Universal Containers has three internal divisions that use Salesforce Knowledge. Compliance requirements mandate that each division should only have access to its own articles when performing a search.

Which solution should a consultant recommend to meet this requirement?

- A. Create a sharing rule for each division to provide access based on the article category.
- B. Create a sharing rule for each division to provide access using the role hierarchy.
- C. Create a single data category group for each division and provide access using the role hierarchy.

Answer: C

Explanation:

Salesforce Knowledge uses data categories to organize articles, making it easier to manage and access relevant content. By creating a single data category group for each division and controlling access through the role hierarchy, each division will only see articles categorized under their specific group. This setup ensures compliance with the requirement that divisions access only their own articles, leveraging Salesforce's robust security and access control features.

NEW QUESTION # 18

Universal Containers wants to help customers resolve issues by browsing Knowledge articles and submitting a case if they need more information.

What should the consultant recommend to meet the requirements?

- A. Enable Chat in an Experience Cloud site.
- B. Create a self-service help center
- C. Allow comments on Knowledge articles.

Answer: B

Explanation:

To help customers resolve issues by browsing Knowledge articles and submitting a case if needed, creating a self-service help center is advised. This can be achieved using Experience Cloud, providing a centralized platform where customers can access Knowledge articles, FAQs, and submit cases directly, enhancing the self-service experience.

NEW QUESTION # 19

As part of a service improvement project, Cloud Kicks (CK) has implemented Knowledge management for its support agents. Several months after the implementation, CK management notices an inconsistency in reported customer satisfaction. Key performance Indicators (KPIs) show a decrease; however, many customers have provided testimonials about great support

Which KPI could help explain the disparity?

- Answer: B**

To understand the disparity in customer satisfaction reports, measuring cases with and without Knowledge articles attached, and correlating them with high Customer Satisfaction (CSAT) scores can provide insights. This KPI could reveal whether the use of Knowledge articles directly impacts customer satisfaction, helping to explain the inconsistency between KPIs and customer testimonials.

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