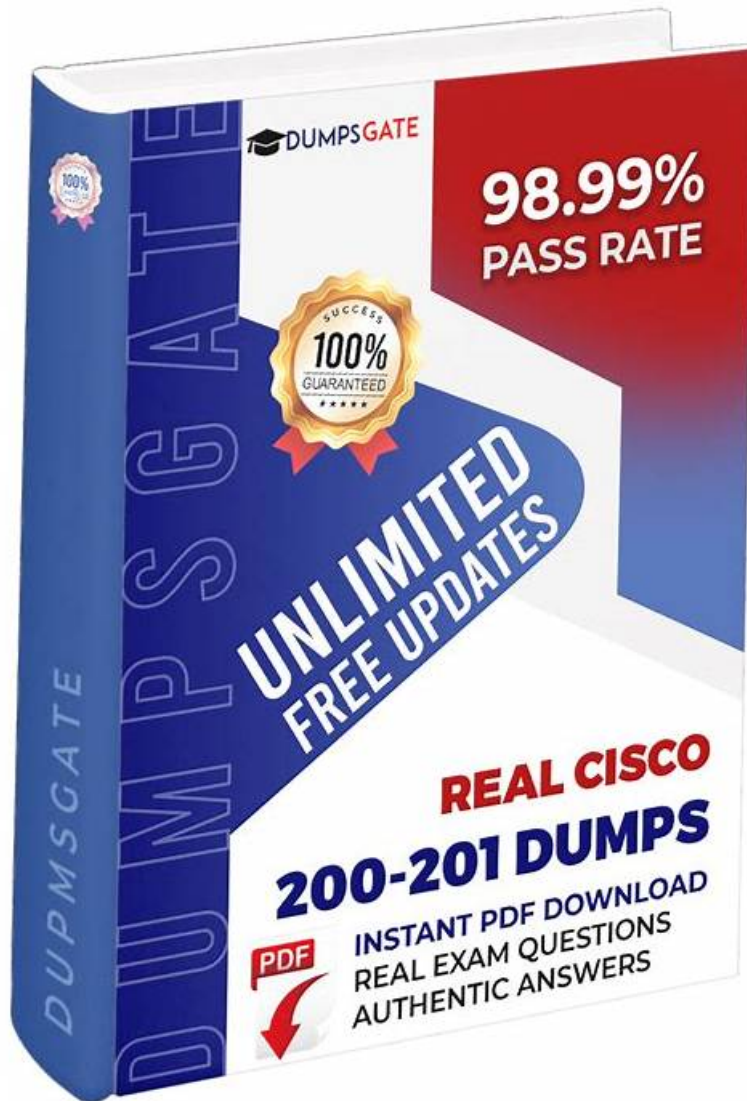


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## Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>• Integrations: This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• Implementation Strategies: This domain focuses on consulting engagement participation, deployment and training recommendations, and considerations for data migration, quality, governance, and large data volumes.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• Knowledge Management: This domain covers Knowledge article lifecycle, Knowledge Centered Service methodology, and configuring Salesforce Knowledge for agent support and self-service processes.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>• Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.</li> </ul>

## Salesforce Certified Service Cloud Consultant Sample Questions (Q161-Q166):

### NEW QUESTION # 161

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

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

**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 # 162

Which feature should a consultant recommend to prompt a Tier 2 service representative to take over case processing from Tier 1 and know how far Tier 1 had progressed in troubleshooting?

- A. Path for Cases
- B. Einstein Next Best Action
- C. Escalation Rules

**Answer: A**

Explanation:

To assist a Tier 2 service representative in taking over case processing from Tier 1 and understanding the troubleshooting progress, "Path for Cases" is recommended. Path visually guides agents through the different stages of a case, providing them with the necessary context and guidance at each step. This feature helps in streamlining the handover process and ensures that Tier 2 representatives are immediately aware of the actions taken by Tier 1, enhancing efficiency and case resolution times.

### NEW QUESTION # 163

The customer support team at Universal Containers (UC) has noticed a large increase in Case Resolution times recently. UC wants to use Einstein for Service to help agents locate the relevant information more quickly.

- **A. Einstein Article Recommendations**
- B. Einstein Reply Recommendations
- C. Einstein Bots

**Answer: A**

Explanation:

Einstein Article Recommendations analyzes past cases, content usage, and agent activity to automatically suggest the most relevant Knowledge Articles in the Service Console. This reduces search time, improves accuracy, and significantly decreases case resolution times.

Option A (Einstein Bots) automates customer self-service but doesn't assist agents in article retrieval.

Option C (Einstein Reply Recommendations) provides quick response text for messaging and chats, not knowledge lookup.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Knowledge Management Domain.

Salesforce Help: "Set Up Einstein Article Recommendations."

Salesforce Winter '23 Release Notes - Einstein for Service Enhancements (Article Recommendations).

### NEW QUESTION # 164

Universal Containers is launching a full line of new products, and Service Cloud should support the following requirements:

- \* Service reps need to collaborate with other teams.
- \* The product development team needs to be alerted on high-priority cases for specific products.

Which solution meets these requirements?

- A. Use Case Teams to collaborate on cases and use Escalation Rules for notifications.
- **B. Use Case Teams to collaborate on cases and use Salesforce Flow for notifications.**
- C. Use Account Teams to collaborate on cases and use Salesforce Flow for notifications.

**Answer: B**

Explanation:

The Service Cloud Consultant Study Guide - Service Cloud Solution Design domain recommends using Case Teams to facilitate collaboration on cases among different departments. Case Teams allow multiple users or roles to work together on a single case, improving visibility and coordination between service and product development teams.

To meet the requirement of alerting the product development team on high-priority cases, the best practice is to use Salesforce Flow (or Process Automation tools) to automatically send notifications, create tasks, or post updates to collaboration tools such as Slack or Chatter when criteria are met (for example, "Priority = High" and "Product = X").

Escalation Rules are designed for time-based escalation to higher support tiers, not for notifying specific departments. Account Teams facilitate collaboration at the account level, not on specific cases, making them unsuitable for case-specific alerts.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Service Cloud Solution Design Domain (collaboration and automation design considerations).

Salesforce Help: "Set Up Case Teams" (enables collaboration among different users on cases).

Salesforce Help: "Build Automated Notifications with Flow" (describes how to notify users when case conditions are met).

### NEW QUESTION # 165

Cloud Kicks has recently implemented two-way mobile messaging to increase the efficiency of the support team. The company uses key performance indicators (KPIs) to measure the success of the implementation.

Which metric should a consultant use to measure the effectiveness of two-way mobile messaging?



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