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## Pass Guaranteed Service-Con-201 - Professional Test Salesforce Certified Service Cloud Consultant Pass4sure

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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>• Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• Contact Center Analytics: This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 5	<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>

## Salesforce Certified Service Cloud Consultant Sample Questions (Q238-Q243):

### NEW QUESTION # 238

Cloud Kicks (CK) has created hundreds of Knowledge articles about its products. The articles have been attached to closed cases. A new product release will require changes to dozens of articles.

After revising the articles, CK wants to ensure that a prior article version stays associated with the closed cases.

What is the recommended method to meet the requirements?

- A. Use Smart Link to Article to select the prior version.
- B. Add "updated" to the name of the new article.
- C. Select the Flag as new version checkbox when publishing.

**Answer: C**

Explanation:

To ensure that prior versions of Knowledge articles remain associated with closed cases after updates, selecting the "Flag as new version" checkbox when publishing the revised articles is recommended. This approach maintains the link between closed cases and the specific article versions referenced at the time, preserving the accuracy of historical case resolutions.

### NEW QUESTION # 239

Universal Containers has implemented a call-based response system. The call wait time has become too long and customer service is being affected. Management would like to find a way to reduce customers' wait times and enable agents to handle more inquiries at a time.

Which feature should a consultant recommend?

- A. Case auto-response rule
- B. OmniStudio
- C. Salesforce Chat

**Answer: C**

Explanation:

To reduce call wait times and enable agents to handle more inquiries simultaneously, implementing Salesforce Chat is recommended. Chat allows for real-time communication with multiple customers concurrently, alleviating the pressure on call-based support and improving overall customer service efficiency.

### NEW QUESTION # 240

Universal Containers (UC) is ramping up its Knowledge program. UC has a robust analytics team that would like to report on trends

in Knowledge Searching, User Activity, and Data Category Usage.  
Which reporting solution should a consultant recommend?

- **A. Knowledge Base Reports and Dashboard Package Installation**
- B. Knowledge Dashboard Pack for CRM Analytics Installation
- C. Custom Report Types with Reports and Dashboards

**Answer: A**

Explanation:

For Universal Containers to report on trends in Knowledge Searching, User Activity, and Data Category Usage, installing the Knowledge Base Reports and Dashboard package is recommended. This package provides pre-built reports and dashboards specifically designed for analyzing Knowledge usage and performance, enabling UC's analytics team to gain insights into Knowledge program effectiveness.

#### NEW QUESTION # 241

A manager has noticed an increase in average case age. This is negatively impacting customer satisfaction. The manager wants to compare the amount of time that cases have spent within each status during their lifecycle.  
Which report type should the consultant recommend when creating a report?

- A. Use the Case Historical Trending report type.
- B. Use the Cases with Milestones report type.
- **C. Use the Case Lifecycle report type.**

**Answer: C**

Explanation:

For analyzing the time spent within each case status during the case lifecycle, the Case Lifecycle report type is recommended. This report provides a detailed view of the duration cases spend in each status, helping to identify bottlenecks and areas for process improvement to reduce average case age and enhance customer satisfaction.

#### NEW QUESTION # 242

Cloud Kicks has recently started using Entitlements within its support process. Service agents are selecting entitlements with similar names that are incorrectly associated with the account assigned on the case.  
What should a consultant recommend to meet the requirements and help service agents?

- A. Configure a Quick Action.
- **B. Enable lookup filters.**
- C. Set OWD sharing to Private.

**Answer: B**

Explanation:

Lookup filters can be used to restrict the Entitlements that service agents can select based on specific criteria, such as the account associated with the case. By enabling lookup filters, Cloud Kicks can ensure that agents are only presented with relevant entitlements, reducing the risk of selecting incorrect entitlements and improving the support process's efficiency.

#### NEW QUESTION # 243

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