2026 Reliable Service-Con-201 Exam Guide | High Pass-Rate Salesforce Service-Con-201: Salesforce Certified Service Cloud Consultant 100% Pass

ACTUAL LET QUESTIONS
General Education

1. This Shakespearean play talks about the ill-fated love affair between two individuals from warring families
A. Romeo and Juliet
B. Midsummer Night's Dream
C. Merchant of Venice
D. The Twelfth Night

2. The collection of stories of animals which teach moral lesson is _____.
A. The Lion King
B. Aesop's Fables
C. One Thousand and One Arabian Nights
D. Grimm's Fairy Tale

3. The peace agreement forged in Bohol between Legaspi and Sikatuna known as _____.
A. Blood compact
B. Galleon trade
C. Union Obrera
D. Versadero Decalogo

4. What do you think will happen when a plant cell placed in a hypotonic solution?
A. The plant cell will shrink
B. The plant cell will swell
C. The plant cell will rupture
D. The plant cell will remain as is

5. Our guest of honor was a loquacious speaker. LOQUACIOUS means_____.
A. Reserved
B. Verbose
C. Reticent
D. Spiritless

6. The Philippine Legislature has two chambers. This set-up is known as _____.
A. Bicameral
B. Multilateral
C. Bilateral
D. Unicameral

7. What are the hormones responsible for plant growth, promoting auxiliary bud growth and apical dominance?
A. Auxins and Gibberellins
B. Cytokinins and Gibberellins
C. Auxins and Abscisate
D. Cytokinins and Auxins

8. Perfumes contain organic compounds called_____.
A. Alcohol
B. Ethers
C. Acids
D. Esters

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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.
Topic 3	• 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 4	• 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 5	• Contact Center Analytics: This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.
Topic 6	• Integrations: This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.
Topic 7	• Knowledge Management: This domain covers Knowledge article lifecycle, Knowledge Centered Service methodology, and configuring Salesforce Knowledge for agent support and self-service processes.

Salesforce Certified Service Cloud Consultant Sample Questions (Q248-Q253):

NEW QUESTION # 248
Cloud Kicks is thinking about implementing Swarming in Slack to allow multiple experts to collaborate on cases.
What is a consideration of this approach?

- A. Swarms can only be created in new channels created for the issue.
- B. Swarm channels default to public channels in Slack.
- C. When users are added to the channel, they cannot see historical posts.

Answer: C

Explanation:
When using Service Cloud Swarming in Slack, one limitation is that new users added to a swarm channel cannot see historical messages that occurred before they joined. This behavior is based on Slack's privacy and data-access model.
Swarming creates a new Slack channel or thread per case, enabling collaboration across departments, but message visibility for late joiners remains restricted.
Option A is incorrect-swarm channels are private by default to protect case data.
Option C is partially true (new channels are created for issues), but it is not the key consideration Salesforce identifies for planning purposes.
Referenced Salesforce Materials:
Salesforce Spring '24 Release Notes - Service Cloud Swarming Enhancements in Slack.
Service Cloud Consultant Exam Guide - Service Cloud Solution Design Domain.
Salesforce Help: "Considerations for Using Swarming with Slack."

NEW QUESTION # 249
Cloud Kicks uses Einstein Next Best Action to help service reps when working on a customer case. Multiple service reps work on the same case.
What should a consultant configure to show service reps when items were started, paused, resumed, and completed?

- A. Case History related list
- B. Activity analytics tab
- C. Actions & Recommendations component

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
The Actions & Recommendations component is designed to work with Einstein Next Best Action to guide service reps through suggested steps and monitor their status in real-time. This includes tracking when an action is:
Started
Paused
Resumed
Completed
This component maintains state awareness and ensures continuity across agents in collaborative environments. It provides a user-friendly visual history that supports consistent service experiences and simplifies handoffs between reps.

NEW QUESTION # 250
The support team at Cloud Kicks would like to implement a messaging tool to provide deflection for common questions, gather customer experience feedback, and match feedback to service organizational goals.
What should the Service Cloud Consultant recommend to meet the requirements?

- A. A contact support form for feedback and the Case Deflection component in Experience Cloud
- B. An enhanced Einstein Bot with Feedback Collection and Generative Knowledge Answers
- C. A conversation component with survey options and Recommended Articles in the console

Answer: B

Explanation:
The enhanced Einstein Bot (as of Salesforce Spring '24) supports Generative Knowledge Answers and Feedback Collection features. This allows Cloud Kicks to:
Automatically deflect common questions by generating natural, contextually accurate responses from Knowledge Articles, Collect customer feedback directly during or after conversations, and Align insights with organizational service KPIs through analytics.
This solution combines conversational automation with continuous improvement via feedback tracking-meeting all the outlined requirements.
Option A (support form and case deflection) is static and lacks conversational automation or integrated feedback.
Option B (conversation component and surveys) addresses engagement but not automated deflection using AI-driven responses.
Referenced Salesforce Materials:
Salesforce Spring '24 Release Notes - Einstein Bots: Generative Knowledge Answers and Feedback Enhancements.
Service Cloud Consultant Exam Guide - Interaction Channels Domain.
Salesforce Help: "Use Einstein Bots for Feedback and Knowledge Deflection."

NEW QUESTION # 251
Universal Containers requires that users have the ability to view specific cases, as determined by the Product Type field on the case.
When a case is created or closed, an email should be sent only to users who have access to the case.
Which feature should a consultant recommend to meet these requirements?

- A. Case teams
- B. Case swarms
- C. Account teams

Answer: A

Explanation:
Case teams in Salesforce allow for collaborative case management by enabling a group of users to work on cases together. By using case teams, Universal Containers can specify which users have access to cases based on the Product Type field. Additionally, workflow rules or process builders can be configured to send emails to case team members when a case is created or closed, ensuring that only those with access to the case are notified, thus meeting the requirements.

NEW QUESTION # 252
Universal Containers has developed and tested several permission sets that control access to critical objects and fields within a sandbox environment. A Service Cloud Consultant wants to migrate these permission sets to production while adhering to Salesforce deployment best practices and maintaining change traceability.

- A. Use the Salesforce Metadata API via Workbench to deploy the permission sets.
- B. Deploy the permission sets using an outbound change set from sandbox to production.
- C. Manually recreate the permission sets directly in production to ensure accuracy.

Answer: B

Explanation:
The recommended Salesforce best practice for moving configuration components such as permission sets between environments is using Change Sets. This ensures traceability, version control, and alignment with Salesforce's deployment governance model.
Option A (Metadata API via Workbench) is viable for advanced use cases but not the standard, auditable process for consultants following formal deployment practices.
Option C (manual recreation) risks human error and lacks traceability.
Referenced Salesforce Materials:
Service Cloud Consultant Exam Guide - Implementation Strategies Domain.
Salesforce Help: "Deploy Permission Sets Using Change Sets."
Salesforce Deployment Best Practices Guide.

NEW QUESTION # 253
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