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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	• Integrations: This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.
Topic 2	• 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 3	• Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.
Topic 4	• Knowledge Management: This domain covers Knowledge article lifecycle, Knowledge Centered Service methodology, and configuring Salesforce Knowledge for agent support and self-service processes.
Topic 5	• 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 (Q101-Q106):

NEW QUESTION # 101

Universal Containers wants to implement several new Agentforce for Service capabilities. A Service Cloud Consultant must review the following business requirements to identify which one can be fulfilled by using a standard topic, rather than requiring a custom topic and actions.

Which use case could an out-of-the-box AI agent address with no changes to topics?

- A. Enabling a customer to check real-time stock levels for a specific container model across multiple distribution centers.
- B. Answering a question about insurance policy and enabling the customer to open a new support ticket if they have a new issue.
- C. Guiding a customer through the process of filing a warranty claim for a damaged shipping container and scheduling an on-site inspection.

Answer: B

Explanation:
Agentforce for Service includes standard topics out-of-the-box that cover core customer service interactions such as:
Account and Case Management (viewing or creating support tickets),
Knowledge-Based Question Answering, and
General Information Inquiry Topics.
Option C - Answering a question about insurance policy and enabling the customer to open a new support ticket - fits within these standard topics without requiring customization. The Service Agent can automatically retrieve policy information from Salesforce Knowledge and launch the standard "Open Case" topic for ticket creation.
Option A (warranty claims and inspection scheduling) and B (real-time stock level lookup) require custom topics and actions, as they depend on external integrations and unique business processes beyond standard Service Agent scope.
Referenced Salesforce Materials:
Salesforce Spring '24 Release Notes - Agentforce for Service: Standard Topics Overview.
Service Cloud Consultant Exam Guide - Interaction Channels Domain.
Salesforce Help: "Use Standard Topics in Agentforce for Common Customer Service Scenarios."

NEW QUESTION # 102

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. Salesforce Messaging
- B. Case Auto-Response Rule
- C. Einstein Service Replies

Answer: C

Explanation:
Comprehensive and Detailed
Einstein Service Repliesutilizes generative AI to draft and recommend relevant replies to service representatives during chat or messaging sessions, or for case emails. By providing AI-generated responses, agents can handle inquiries more efficiently, reducing customer wait times and increasing the number of inquiries managed simultaneously.
From Salesforce Help:
"Use Einstein generative AI with Service Replies to draft and recommend relevant replies to service reps during chat or messaging sessions, or for case emails."
-
Implementing Einstein Service Replies can significantly enhance agent productivity by streamlining the response process, thereby addressing the issue of long call wait times.

NEW QUESTION # 103

Cloud Kicks wants to create a secure, branded mobile app that its Experience Cloud customers can use to create and track cases,

see upcoming product announcements, and interact with other customers who have common interests.
Which mobile development option should the consultant recommend?

- A. Use Salesforce Mobile Publisher to create a common app for both Apple and Android.
- B. Create two custom mobile apps, one for Apple and the other for Android.
- C. Explain that community users can access the site through a web browser.

Answer: A

Explanation:
For creating a secure, branded mobile app for Experience Cloud customers, utilizing Salesforce Mobile Publisher is recommended. This tool allows for the creation of a unified mobile app compatible with both Apple and Android devices, providing a seamless experience for customers to engage with the brand, track cases, and interact with the community.

NEW QUESTION # 104

Universal Containers wants to reduce the amount of time support agents spend creating cases. Case creation must scale up to 5,000 new cases per day and allow file attachments under 10 MB by the customer.
Which feature should the consultant suggest?

- A. On-Demand Email-to-Case
- B. Email-to-Case
- C. Web-to-Case

Answer: C

Explanation:
For handling up to 5,000 new cases per day with the capability for customers to attach files under 10 MB, Web-to-Case is the recommended feature. This allows customers to submit cases directly through a web form, including file attachments, efficiently scaling case creation capabilities while reducing the workload on support agents.

NEW QUESTION # 105

Cloud Kicks (CK) uses Lightning Experience and Lightning Knowledge in its service center. CK wants an easy way for service agents to create new articles when closing a case. The new article should include appropriate details from the case to make it useful for others.

- A. Develop a globally-shared macro to create a new article.
- B. Create a Quick Action to map case fields to a new article.
- C. Use a trigger to automatically create a new article.

Answer: B

Explanation:
Quick Actions in Lightning Experience allow admins to configure guided flows or prefilled forms that map case data to a new Knowledge Article. This is a standard and recommended approach to help service reps efficiently publish helpful content during case closure.
Option A (trigger) would require custom development and is unnecessary for this standard use case.
Option B (macro) automates console actions but cannot create Knowledge articles with mapped case data.
Referenced Salesforce Materials:
Service Cloud Consultant Exam Guide - Knowledge Management Domain.
Salesforce Help: "Create Knowledge Articles from Cases Using Quick Actions." Salesforce Spring '24 Release Notes - Lightning Knowledge Authoring Enhancements.

NEW QUESTION # 106

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