

# Service-Con-201 Pdf Dumps, Service-Con-201 Latest Test Cost



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

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• <b>Implementation Strategies:</b> 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 2	<ul style="list-style-type: none"><li>• <b>Case Management:</b> 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 3	<ul style="list-style-type: none"><li>• <b>Industry Knowledge:</b> This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>• <b>Service Cloud Solution Design:</b> 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 5	<ul style="list-style-type: none"><li>• <b>Contact Center Analytics:</b> This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.</li></ul>

Topic 6	<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>
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## Salesforce Certified Service Cloud Consultant Sample Questions (Q251-Q256):

### NEW QUESTION # 251

Universal Containers (UC) frequently receives complex customer issues that require retrieving information from internal knowledge articles not tagged with individual fields. UC needs a service that can process this data and provide accurate, grounded responses. What should the Service Cloud Consultant recommend?

- A. Einstein Bots and Article Answers feature.
- B. Apex layer that fetches data in real-time from multiple data sources.
- C. Agentforce for Service and Agentforce Data Library.

**Answer: C**

Explanation:

Agentforce for Service-combined with the Agentforce Data Library-is designed to deliver accurate, generative, and grounded responses by leveraging unstructured and structured content (like Knowledge Articles) without needing predefined field tags. The Data Library allows the AI to retrieve and verify responses against trusted, internal data sources, ensuring factual accuracy and compliance.

Option B (Einstein Bots + Article Answers) handles FAQ-style interactions and structured tagging but lacks grounding in unstructured data.

Option C (Apex layer) requires extensive custom development and does not leverage generative AI capabilities or grounding mechanisms.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Agentforce for Service: Data Library and Grounded AI Enhancements.

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Ground Agentforce Responses with the Data Library."

### NEW QUESTION # 252

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

**Answer: A**

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 # 253

Cloud Kicks has hired a Service Cloud Consultant to build out its reports. The consultant has created a Case History report to track the history of standard and custom fields on cases and solutions where field histories are set up for tracking. What should the consultant keep in mind when working on this report type?

- A. The Data Type and New Value fields are available for viewing only.
- B. The User and New Value fields are available for viewing only.
- C. The Old Value and New Value fields are available for viewing only.

**Answer: C**

Explanation:

In a Case History report, Salesforce tracks field changes for any fields that have field history tracking enabled. For each tracked field, the Old Value and New Value are recorded, providing an audit trail of how and when data changed. These two fields - Old Value and New Value - are available for viewing only and cannot be edited or updated.

This report helps service managers analyze how cases evolve over time and identify process bottlenecks or data integrity issues.

Option A is incorrect because "Data Type" is not a tracked field in history reports.

Option B is incorrect because the "User" field (who made the change) is editable in user management, not view-only within this report type.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.

Salesforce Help: "Case History Reports and Field History Tracking Behavior." Salesforce Trailhead: "Track Field History for Auditing and Reporting."

#### NEW QUESTION # 254

Cloud Kicks (CK) supports customers through Salesforce Messaging. Service reps have reported multiple instances where customers have used abusive language because they are upset with the company. However, CK still needs to service these customers.

Which solution should the Service Cloud Consultant recommend?

- A. Create a Service Agent for intake and use the Raise Supervisor Flag action.
- B. Create a Service Agent for intake and use the Escalate to Supervisor action.
- C. Use Slack Case collaboration to get the customer solution quickly.

**Answer: B**

Explanation:

Agentforce Service Agent includes actions that allow escalation when certain behaviors or triggers occur during a conversation. The "Escalate to Supervisor" action is designed for situations requiring immediate oversight-such as handling abusive language or sensitive customer interactions-while maintaining service continuity.

This approach enables supervisors to intervene directly or provide guidance, ensuring the customer is still supported professionally.

Option A (Raise Supervisor Flag) is primarily for flagging potential issues but does not initiate escalation or workflow action.

Option B (Slack collaboration) facilitates internal communication but doesn't directly manage customer-facing escalation workflows.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Agentforce Service Agent Actions (Supervisor escalation options).

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Use Escalate to Supervisor Action in Agentforce".

#### NEW QUESTION # 255

Cloud Kicks wants to implement a solution that would hold service agents accountable for keeping customer service-level agreements (SLAs).

Which feature should a consultant use to meet this request?

- A. Entitlement process
- B. Salesforce Survey

- C. Service Contracts

**Answer: A**

Explanation:

To hold service agents accountable for maintaining customer service-level agreements (SLAs), implementing an Entitlement Process is recommended. This feature allows for the definition and management of SLAs for each customer, providing a structured framework to monitor case handling against agreed service levels and ensuring agent accountability in meeting customer service commitments.

## NEW QUESTION # 256

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