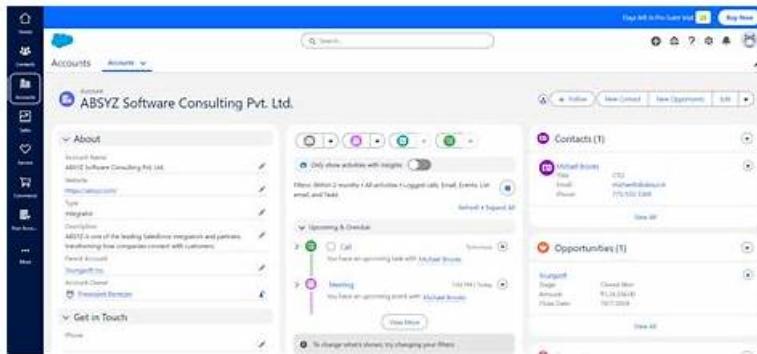


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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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 3	<ul style="list-style-type: none">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	<ul style="list-style-type: none">Integrations: This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.

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Salesforce Certified Service Cloud Consultant Sample Questions (Q165-Q170):

NEW QUESTION # 165

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.

What is the recommended method to meet the requirements?

- 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:

To facilitate easy creation of new articles by service agents when closing a case, a Quick Action can be configured to map relevant case fields directly to a new Knowledge article. This streamlines the process of capturing case resolutions as reusable knowledge, making it easily accessible for other agents and enhancing the overall efficiency of the service center.

NEW QUESTION # 166

Ursa Major Solar provides support with service-level agreements (SLAs) for high-priority cases. Lower Priority cases have different response times. The service center uses Omni-Channel to manage work items. However, many recently created, high-priority cases exceed the service deadline.

Which setting should a consultant configure to meet the requirements?

- A. Capacity Model
- B. **Secondary Routing Priority**
- C. Skills-Based Routing

Answer: B

Explanation:

To address the issue of high-priority cases exceeding service deadlines, configuring Secondary Routing Priority in Omni-Channel is recommended. This setting allows prioritization of high-priority work items, ensuring they are routed and addressed by agents promptly, in alignment with SLA commitments.

NEW QUESTION # 167

A customer service organization wants to implement an at-scale Incident Management process with its internal development teams across businesses. The development teams use Jira as their development system of record, and the service organization is in Service Cloud.

What should a Service Cloud Consultant recommend exploring?

- A. **Salesforce Customer Service Incident Management with Jira through MuleSoft Composer**
- B. An AppExchange package for Incident Management and a package for Jira Connection
- C. A connected application with the Jira Integration settings for Customer Service Incident Management

Answer: A

Explanation:

Salesforce introduced Customer Service Incident Management (CSIM) to enable enterprise-scale incident tracking and resolution across business units. When integrated with Jira, development and service teams can collaborate seamlessly on shared incidents, automatically syncing case updates, status changes, and resolution notes.

The Winter '23 and Spring '24 Release Notes specify that Salesforce supports Customer Service Incident Management with Jira integration through MuleSoft Composer, which allows low-code connectivity between Service Cloud and Jira without custom code. This approach ensures data consistency, scalability, and real-time synchronization across systems.

Option A adds unnecessary packages and complexity, while Option B does not reflect the supported integration pattern for CSIM. Referenced Salesforce Materials:

Salesforce Winter '23 Release Notes - Service Cloud: Customer Service Incident Management (Jira integration using MuleSoft Composer).

Service Cloud Consultant Exam Guide - Integration and Data Management Domain.

Salesforce Help: "Integrate Jira with Salesforce Customer Service Incident Management via MuleSoft Composer".

NEW QUESTION # 168

Universal Containers wants to set up the entitlements process to help its customer support reps adhere to its service-level agreements (SLAs).

To which object should the consultant add Milestones?

- A. Asset
- B. Case
- C. Account

Answer: B

Explanation:

In Salesforce Entitlement Management, Milestones represent specific time-based targets (for example, First Response or Resolution Time) that help support teams meet SLAs. Milestones are directly tied to Cases, as cases represent the individual service requests against which SLAs are tracked.

The Service Cloud Consultant Study Guide - Case Management Domain and Salesforce documentation specify that Milestones must be added to the Case object through an entitlement process. This process evaluates entitlement criteria and automatically monitors milestone actions and timers as cases progress.

Asset and Account objects may be related through Entitlement records (for tracking warranty or contract coverage), but milestones are executed and tracked on Cases only.

The Entitlement Process defines the sequence and timing of milestones that apply to cases under a specific entitlement.

Referenced Salesforce Materials:

Salesforce Service Cloud Consultant Exam Guide - Case Management Domain (Milestones and entitlements are configured on the Case object).

Salesforce Help: "Set Up Entitlement Management" (Milestones are added to cases through an entitlement process).

Salesforce Winter '23 Release Notes - Service Cloud: Entitlement Management Enhancements (Describes improvements to milestone tracking and entitlement automation on Cases).

NEW QUESTION # 169

The support management team at Universal Containers has noticed an increase in wait times over the last several months when customers call in for support.

What should a consultant recommend to help decrease customer wait times?

- A. Set up analytical snapshots to capture key case Information and create historical trending reports.
- B. Create case escalation rules to route high-priority cases directly to supervisors for resolution.
- C. Create reports to analyze data in order to understand peak times and ensure adequate.

Answer: C

Explanation:

To decrease customer wait times, creating reports to analyze call volume and identify peak times is recommended. Understanding peak periods allows for strategic staffing and resource allocation, ensuring that enough agents are available to handle the increased volume, thus reducing customer wait times.

NEW QUESTION # 170

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