

# Pass Guaranteed Quiz Salesforce - Service-Con-201 - Updated Latest Salesforce Certified Service Cloud Consultant Exam Cram



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

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>Knowledge Management: This domain covers Knowledge article lifecycle, Knowledge Centered Service methodology, and configuring Salesforce Knowledge for agent support and self-service processes.</li> </ul>
Topic 2	<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>
Topic 3	<ul style="list-style-type: none"> <li>Implementation Strategies: 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 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>Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.</li> </ul>

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Service-Con-201 New Real Test - Test Service-Con-201 Dump

Studying for attending Salesforce Certified Service Cloud Consultant exam pays attention to the method. The good method often can bring the result with half the effort, therefore we in the examination time, and also should know some test-taking skill. The Service-Con-201 quiz guide on the basis of summarizing the past years, found that many of the questions, the answers have certain rules can be found, either subjective or objective questions, we can find in the corresponding module of similar things in common. To this end, the Salesforce Certified Service Cloud Consultant exam dumps have summarized some types of questions in the qualification examination, so that users will not be confused when they take part in the exam, to have no emphatic answers. It can be said that the template of these questions can be completely applied. The user only needs to write out the routine and step points of the Service-Con-201 test material, so that we can get good results in the exams.

## Salesforce Certified Service Cloud Consultant Sample Questions (Q150-Q155):

### NEW QUESTION # 150

Cloud Kicks has a Service Cloud implementation with several channels. Executives want quick access to agent, team, and call center key performance indicators (KPIs). Service managers need to see data about their teams as well. How should the consultant display the data quickly?

- A. Migrate the data to a data lake and request a dashboard.
- B. Create reports from Cases and display on a dashboard.
- C. Use Einstein Analytics for Service Cloud,

**Answer: C**

Explanation:

For providing executives and service managers with quick access to agent, team, and call center KPIs, utilizing Einstein Analytics for Service Cloud is recommended. This solution offers advanced analytics and visualization capabilities, enabling the creation of dashboards that provide real-time insights tailored to different organizational levels, based on their data access.

### NEW QUESTION # 151

Universal Containers (UC) wants to report on how many customers with Service Contracts have specific entitlements to determine if UC's support offerings should be adjusted. Which feature should the consultant recommend?

- A. Build a joined report.
- B. Build a dashboard.
- C. Build a custom report type.

**Answer: C**

Explanation:

Creating a custom report type allows for more flexibility in reporting by combining different objects and their relationships, such as Service Contracts and Entitlements in this case. Universal Containers can use a custom report type to specifically analyze customers with Service Contracts and their associated entitlements, providing insights into support offerings and potential adjustments.

### NEW QUESTION # 152

Cloud Kicks has several hundred knowledge articles that span dozens of topics and cover a wide range of products, help articles, and trouble shooting ideas. The admin at Cloud Kicks is going to organize the knowledge articles into Data Categories. What should the admin keep in mind when organizing articles?

- A. Data category hierarchy can have up to 10 levels.
- B. There can be up to 10,000 data categories.
- C. Articles can have up to 8 data categories.

**Answer: A**

Explanation:

When organizing Knowledge articles in Salesforce, Data Categories provide a hierarchical structure to classify and manage content effectively. Each Data Category Group can have up to 10 levels in its hierarchy, allowing for detailed categorization of articles.

It's important to note the following limits:

Data Category Groups: You can create up to 3 active Data Category Groups.

Categories per Group: Each group can contain up to 100 categories.

Hierarchy Levels: Each group can have a hierarchy depth of up to 10 levels.

These structures help in filtering and controlling access to Knowledge articles based on user roles and permissions, enhancing the user experience and ensuring relevant content is easily accessible.

Reference:

[https://help.salesforce.com/s/articleView?id=000382539&language=en\\_US&type=1](https://help.salesforce.com/s/articleView?id=000382539&language=en_US&type=1)

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### NEW QUESTION # 153

Cloud Kicks will use the Salesforce Knowledge Article Importer to migrate existing articles from another knowledge base. The current knowledge base includes how-to guides written in HTML.

What is the recommended method to import the how-to guides into Salesforce Knowledge?

- A. Modify the import parameters to specify HTML encoding.
- B. Change the HTML format first to support subfields.
- C. Create an HTML file for each rich text area field.

**Answer: C**

Explanation:

For importing how-to guides written in HTML into Salesforce Knowledge, creating an HTML file for each rich text area field in the Knowledge article format is recommended. This method ensures that the HTML content is properly mapped and displayed within Salesforce Knowledge articles, preserving the formatting and structure of the original guides.

### NEW QUESTION # 154

Universal Containers wants to provide a more consistent service experience to its customers and is evaluating using macros.

Which prerequisite should the consultant consider?

- A. The Lightning page contains the Run Macros action.
- B. Publisher actions are on the page layout.
- C. All users have permission to create macros.

**Answer: A**

Explanation:

When evaluating the use of macros to provide a consistent service experience, ensuring that the Lightning page layout includes the Run Macros action is a prerequisite. This enables agents to easily execute macros directly from the case record, streamlining repetitive tasks and enhancing service efficiency.

### NEW QUESTION # 155

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