

2026 Service-Con-201: Fantastic Salesforce Certified Service Cloud Consultant Valid Braindumps Files



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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
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Topic 1	<ul style="list-style-type: none"> • 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 2	<ul style="list-style-type: none"> • Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.
Topic 3	<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.
Topic 4	<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.

Salesforce Certified Service Cloud Consultant Sample Questions (Q72-Q77):

NEW QUESTION # 72

Universal Containers case managers receive a high volume of new cases daily and would like to improve efficiency across multiple teams with multiple disparate product specializations. Currently, all cases are automatically distributed evenly across all case managers, regardless of the case manager's knowledge of the products related to the case.

What should a consultant recommend to modify the Case Assignment rules?

- A. Implement Queue-Based Routing
- B. Implement Einstein Article Recommendations.
- C. Implement Skills-Based Routing.

Answer: C

Explanation:

Skills-Based Routing is an advanced feature in Salesforce Service Cloud that directs cases to the most qualified case managers based on their skills and expertise. By implementing Skills-Based Routing, Universal Containers can ensure that cases are assigned to case managers with the appropriate product knowledge, improving case resolution efficiency and quality. This method optimizes resource allocation and enhances customer satisfaction by matching cases with the best-suited case managers.

NEW QUESTION # 73

Service agents have reported that the Lightning Service Console is too crowded which makes it difficult to find the information they need. After reviewing the agents' console use, a consultant has determined that all configured features are required.

Given this scenario, which solution should a consultant suggest to improve the efficiency for console users?

- A. Train on keyboard shortcuts.
- B. Create multiple console layouts.
- C. Prepare macros.

Answer: B

Explanation:

Given that all features in the Lightning Service Console are required but users find it too crowded, creating multiple console layouts tailored to different user roles or tasks is recommended. This allows for the customization of the console's interface to display only the most relevant information and tools for each specific use case, improving efficiency and usability for console users.

NEW QUESTION # 74

Cloud Tech Support is preparing to deploy Service Cloud with new features including Case Escalation Rules and a Knowledge Base. Their current support staff is accustomed to email-only case management. The company wants minimal downtime and a high adoption rate for the new solution.

What should the Service Cloud Consultant recommend to prepare the support reps for the transition?

- A. Assign power users to configure the system and handle questions post-launch without a formal enablement plan.
- B. Develop just-in-time video tutorials and provide access after go-live so reps can learn as they use the system.
- **C. Deliver a combination of hands-on training and Trailhead-based learning aligned to business processes before deployment.**

Answer: C

Explanation:

Salesforce implementation best practices emphasize proactive change management and user enablement before deployment. Delivering hands-on training combined with Trailhead-based guided learning ensures users are confident in new features such as Case Escalation and Knowledge Management prior to go-live.

This approach minimizes downtime, drives adoption, and aligns learning with actual business processes—core principles of the Implementation Strategies domain.

Option A delays learning until after go-live, increasing adoption risk.

Option C lacks structured enablement and change management planning.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Implementation Strategies Domain.

Salesforce Help: "Plan User Training and Change Management for Salesforce Deployments".

Salesforce Project Delivery Framework - Enablement and Adoption Best Practices.

NEW QUESTION # 75

Universal Containers (UC) needs to implement Service Cloud Voice. UC wants to protect its customers' sensitive data and ensure their privacy. UC also wants to use Voice calls for training purposes.

What should the consultant recommend?

- A. Use Sensitive Data Rules to set Sharing Settings for the Voice Call record for the agent and the record owner.
- **B. Use Sensitive Data Rules to allow agents to Pause and Resume Voice Call recordings while sensitive information is exchanged.**
- C. Use Sensitive Data Rules to automatically mask sensitive information in Transcripts and Voice Call data.

Answer: B

Explanation:

Salesforce Service Cloud Voice provides features to protect customers' sensitive data and ensure privacy during voice calls. One such feature is the ability for agents to pause and resume call recordings when sensitive information is being exchanged. This functionality is controlled through Sensitive Data Rules, which can be configured to allow agents to manually pause and resume recordings during a call.

This approach ensures that sensitive information is not stored in call recordings, aligning with privacy requirements and compliance standards. Additionally, it allows the organization to continue recording calls for training and quality assurance purposes, excluding only the sensitive segments. Genesys Cloud Resource Center Reference:

Salesforce Help: Let Agents Pause and Resume Voice Call Recordings https://help.salesforce.com/s/articleView?id=sf.voice_pt_setup_control_call_recording.htm&language=en_US&type=5

Salesforce Developer Guide: Call Recordings |

Service Cloud Voice for Partner Telephony https://developer.salesforce.com/docs/atlas.en-us.voice_pt_developer_guide.meta/voice_pt_developer_guide/voice_pt_record_calls.htm

NEW QUESTION # 76

A growing retail company wants to modernize its legacy on-premises contact center, which is costly, hard to scale, and lacks support for new digital channels. The company wants to reduce overhead, scale easily during seasonal spikes, and give service reps real-time customer insights.

What should a Service Cloud Consultant recommend?

- A. Extend legacy systems using Omni-Channel, Live Agent, and a third-party CTI to add new digital channels over time.
- B. Build a custom Experience Cloud solution and integrate with external telephony providers using APIs.
- **C. Deploy Salesforce Contact Center with Amazon Connect to unify voice, chat, and case management in the cloud with real-time insights.**

Answer: C

Explanation:

Salesforce Contact Center, powered by Amazon Connect, is Salesforce's recommended solution for modernizing legacy on-

premises contact centers. It provides:

Cloud-based voice and digital channel integration directly within Service Cloud.

Scalability to handle seasonal demand spikes.

Real-time insights through integration with Service Cloud Voice, Data Cloud, and Einstein Conversation Insights.

Option A requires significant custom development and lacks unified voice-data insights.

Option C prolongs reliance on legacy systems, contradicting the modernization goal.

Referenced Salesforce Materials:

Salesforce Service Cloud Consultant Exam Guide - Service Cloud Solution Design Domain.

Salesforce Spring '24 Release Notes - Service Cloud Voice and Salesforce Contact Center Enhancements.

Salesforce Help: "Deploy Salesforce Contact Center with Amazon Connect".

NEW QUESTION # 77

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