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Salesforce Service-Con-201 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 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"> • Contact Center Analytics: This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.
Topic 5	<ul style="list-style-type: none"> • Knowledge Management: This domain covers Knowledge article lifecycle, Knowledge Centered Service methodology, and configuring Salesforce Knowledge for agent support and self-service processes.
Topic 6	<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.

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Currently more and more IT companies think highly of Salesforce certifications, IT workers are willing to clear exams (Service-Con-201 valid practice exam online) and get certifications in order to improve their competitive power and obtain better opportunities. If you are ready to prepare for test questions and answers by PDF file or soft test engine in order to master better knowledge and skills, Service-Con-201 valid practice exam online will be a nice choice.

Salesforce Certified Service Cloud Consultant Sample Questions (Q40-Q45):

NEW QUESTION # 40

Cloud Kicks has several teams that work on customer cases. Support managers would like to track how long each case is owned by each team before it gets resolved.

Which report should the Service Cloud Consultant use for this requirement?

- A. Cases with Historical Trending report
- B. Case with Milestone report
- **C. Case Lifecycle report**

Answer: C

Explanation:

The Case Lifecycle report tracks the time a case spends in each ownership status-ideal for measuring how long cases are owned by specific teams or agents. This report helps identify bottlenecks and efficiency issues across teams during the case resolution process. Option A (Historical Trending) tracks field value changes over time but not ownership duration.

Option C (Milestone report) is specific to SLA tracking within Entitlement Management, not ownership tracking.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.

Salesforce Help: "Use Case Lifecycle Reports to Measure Case Duration by Status or Owner." Salesforce Trailhead: "Analyze Case Ownership and Lifecycle Metrics."

NEW QUESTION # 41

At Universal Containers, support reps need to verify that customers are eligible to receive support when they create the case.

Where can a support rep verify that a customer is allowed to receive support?

- **A. Entitlements**
- B. Milestones
- C. Actions

Answer: A

Explanation:

Entitlements define what kind of support a customer is eligible to receive-such as response times, number of cases, or service hours-based on their service contract or account. Support reps can view entitlements directly on the case to confirm eligibility before proceeding.

Option A (Milestones) are time-based SLA targets within entitlements but not eligibility tools.

Option B (Actions) are automation elements, not entitlement validation mechanisms.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Case Management Domain.

Salesforce Help: "Verify Support Eligibility Using Entitlements."

Salesforce Winter '23 Release Notes - Entitlement Management Enhancements.

NEW QUESTION # 42

The customer support team at Universal Containers (UC) has noticed a large increase in Case Resolution times recently. UC wants to use Einstein for Service to help agents locate the relevant information more quickly.

- A. Einstein Bots
- B. Einstein Reply Recommendations
- C. Einstein Article Recommendations

Answer: C

Explanation:

Einstein Article Recommendations analyzes past cases, content usage, and agent activity to automatically suggest the most relevant Knowledge Articles in the Service Console. This reduces search time, improves accuracy, and significantly decreases case resolution times.

Option A (Einstein Bots) automates customer self-service but doesn't assist agents in article retrieval.

Option C (Einstein Reply Recommendations) provides quick response text for messaging and chats, not knowledge lookup.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Knowledge Management Domain.

Salesforce Help: "Set Up Einstein Article Recommendations."

Salesforce Winter '23 Release Notes - Einstein for Service Enhancements (Article Recommendations).

NEW QUESTION # 43

Universal Containers (UC) is planning to launch a new product in the next two weeks. Executive leadership wants customer support to monitor social media platforms to intake cases.

Which solution should a consultant recommend to meet the requirement?

- A. Implement an Apex solution.
- B. Use custom case assignment rules.
- C. Use a third-party app from AppExchange.

Answer: C

Explanation:

Comprehensive and Detailed

To efficiently monitor social media platforms and convert relevant interactions into cases, leveraging a third-party application from the Salesforce AppExchange is recommended. These applications are designed to integrate seamlessly with Salesforce and provide robust social media monitoring capabilities.

From Salesforce's best practices:

"With the right social media monitoring tools, you can create an automatic ticket that your customer service team can see and respond to immediately, and match it with that customer's inquiries by phone, email, and more."

-Salesforce Marketing Cloud

Utilizing a third-party app ensures that UC can quickly implement a solution within the two-week timeframe, providing the necessary tools to monitor social media channels effectively and manage customer interactions through Salesforce.

NEW QUESTION # 44

Universal Containers (UC) is launching several new features to improve productivity for contact center users.

Which communication channel should UC use to announce new features to contact center users without interrupting their workflows?

- A. In-App Guidance
- B. Internal Release Webinar

- C. Email

Answer: A

Explanation:

In-App Guidance (part of Salesforce's myTrailhead and in-app learning capabilities) allows organizations to provide contextual, real-time notifications and feature walk-throughs directly within Salesforce. This method supports continuous enablement without disrupting agent workflows.

Option A (webinar) requires users to leave their work environment.

Option C (email) is asynchronous and often ignored, offering no guided experience.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Implementation Strategies Domain.

Salesforce Help: "Use In-App Guidance to Drive User Adoption."

Salesforce Spring '24 Release Notes - In-App Guidance Enhancements.

NEW QUESTION # 45

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