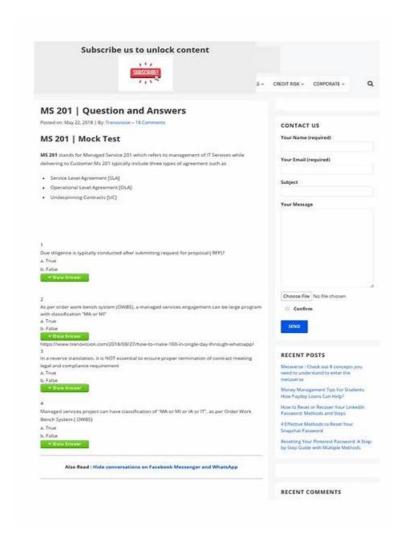# Service-Con-201 Exam Bootcamp, Reliable Service-Con-201 Mock Test

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Salesforce Certified Service Cloud Consultant Sample Questions (Q231-Q236):

NEW QUESTION # 231

Universal Containers aims to improve the efficiency of its internal service reps by improving case resolution times. The service reps need to follow a series of steps to resolve an issue and generate concise case summaries.

Which solution should the Service Cloud Consultant recommend?

- A. Einstein Article Recommendations
- B. Actions & Recommendations
- C. Agentforce Service Assistant

Answer: C

Explanation:

Agentforce Service Assistant is Salesforce's AI-powered copilot for agents that helps improve productivity and case resolution efficiency. It can:

Guide reps through step-by-step resolution processes,

Summarize case details automatically using generative AI, and

Suggest next best actions or flows based on context.

This feature directly supports agents in managing complex cases, saving time, and ensuring accuracy.

Option B (Actions & Recommendations) provides manual, rule-based guidance but lacks generative summarization or automation.

Option C (Einstein Article Recommendations) suggests Knowledge articles but does not help summarize or guide step sequences.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Agentforce Service Assistant Enhancements.

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Improve Agent Productivity with Agentforce Service Assistant."

NEW QUESTION # 232

Using the Lightning Service Console, how can a contact center manager see which service agents are currently available to accept new cases?

- A. Omni-Channel Analytics
- B. Omni-Channel Supervisor tab
- C. Omni-Channel Utility component

Answer: B

Explanation:

The Omni-Channel Supervisor tab in the Lightning Service Console provides real-time visibility into the status of service agents, including who is currently available to accept new cases. This feature allows contact center managers to monitor and manage agent availability and workload effectively, ensuring efficient case distribution.

NEW QUESTION # 233

Cloud Kicks has recently implemented two-way mobile messaging to increase the efficiency of the support team. The company uses key performance indicators (KPIs) to measure the success of the implementation.

Which metric should a consultant use to measure the effectiveness of two-way mobile messaging?

- A. Total Open Cases
- B. Average Handle Time
- C. Reduced Call Volume

Answer: B

Explanation:

To measure the effectiveness of two-way mobile messaging, the Average Handle Time (AHT) metric is suitable. AHT assesses the efficiency of conversations and problem resolution through messaging, providing insights into how this channel impacts support team performance and customer satisfaction, helping to evaluate the success of the implementation.

NEW QUESTION # 234

Cloud Kicks (CK) uses Service Cloud to manage its customer support, and its inventory and order data is stored in Snowflake.
CK's customers use support to ask about their orders and request replacement items. CK wants to avoid duplicating this data in
Salesforce but still provide real-time, actionable insights for support reps.

What should the Service Cloud Consultant recommend so that support reps will have a comprehensive view of their customers'
order history?

- A. Use Data Cloud to connect to Snowflake, and unify order data with CRM data.
- B. Use an Apex integration to pull order data from Snowflake via API each time a case is opened.
- C. Use MuleSoft to extract order data from Snowflake and store it in a custom object in Salesforce for support reps to
  reference.

Answer: A

Explanation:
Salesforce Data Cloud (formerly Customer Data Platform) enables unification of customer and order data from external systems
such as Snowflake without duplicating it in Salesforce. The unified data model provides real-time insights, segmentation, and a
complete 360° customer view directly within Service Cloud.
This approach aligns with the Integration and Data Management domain of the Service Cloud Consultant Guide, which stresses
designing scalable data strategies leveraging Salesforce's cross-cloud data capabilities.
Option A (Apex integration) introduces performance overhead and lacks scalability. Option B (storing extracted data) causes
duplication and maintenance complexity. Option C enables a live, unified view through native Salesforce-Snowflake connectivity.
Referenced Salesforce Materials:
Salesforce Spring '24 Release Notes - Data Cloud and Service Cloud Integration (native Snowflake connector for unified customer
data).
Service Cloud Consultant Exam Guide - Integration and Data Management Domain.
Salesforce Help: "Connect Data Cloud to Snowflake for Unified Customer Profiles".

NEW QUESTION # 235

Universal Containers (UC) is launching an implementation of Service Cloud. The project is missing the requirement for a suitable
analytics solution to allow executives and service managers to view the current and trending key performance indicators (KPIs).
Which recommendation should the Service Cloud Consultant make to help with this requirement?

- A. Migrate UC's legacy service analytics by building a new set of custom report types.
- B. Use Preconfigured Service Cloud Dashboards from AppExchange.
- C. Recommend that UC invest in Tableau Next to use service-related intelligent apps or accelerators.

Answer: B

Explanation:
Preconfigured Service Cloud Dashboards available on AppExchange provide out-of-the-box KPI tracking for service operations-
such as case volume, resolution times, SLA compliance, and agent productivity. These dashboards are optimized for Salesforce data
and can be customized to fit organizational goals.
Option A (custom report types) is time-consuming and not necessary for standard KPIs.
Option B (Tableau) offers advanced analytics but is not required for standard Service Cloud reporting.
Referenced Salesforce Materials:
Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.
Salesforce AppExchange Listing: "Service & Support Dashboards."
Salesforce Help: "Use Prebuilt Dashboards for Service Insights."

NEW QUESTION # 236

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