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Salesforce
Service-Con-201
Salesforce Certified Service Cloud Consultant

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Product Version

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Latest Version: 37.1

Question: 1

The support manager at Universal Containers wants to see monthly historical metrics for first-call resolution by call center.
Which analytics solution should the consultant recommend?

A. Case report grouped by Call Center
B. Case History report grouped by Call Center
C. Dynamic Dashboard grouped by Call Center

Answer: C

Explanation:
A Dynamic Dashboard enables personalized data visualization for each viewer based on their Salesforce role or user specifics. For tracking first-call resolution by call center, a Dynamic Dashboard can be configured to display monthly historical metrics relevant to each call center. This approach allows the support manager to view data specific to each call center, ensuring the metrics are accurate and tailored to the manager's needs for analysis and decision-making.

Question: 2

Universal Containers has three internal divisions that use Salesforce Knowledge. Compliance requirements mandate that each division should only
have access to its own articles when performing a search.
Which solution should a consultant recommend to meet this requirement?

A. Create a sharing rule for each division to provide access using the role hierarchy.
B. Create a sharing rule for each division to provide access based on the article category.
C. Create a single data category group for each division and provide access using the role hierarchy.

Answer: C

Explanation:
Salesforce Knowledge uses data categories to organize articles, making it easier to manage and access relevant content. By creating a single data category group for each division and controlling access through the role hierarchy, each division will only see articles categorized under their specific group. This setup ensures compliance with the requirement that divisions

access only their own articles, leveraging Salesforce's robust security and access control features.

Question: 3

A service agent is in a messaging session with a customer. The customer abruptly stops responding after 30 minutes.
What should the agent do next?

A. End the messaging session with the customer.
B. Mark the messaging session as customer Inactive.
C. Leave the messaging session with the customer open.

Answer: A

Explanation:
In situations where a customer stops responding during a messaging session, it's practical for service agents to end the session after an appropriate wait time. This action helps in managing agent workload efficiently and ensures that resources are allocated to active engagements. Ending the session also allows for proper session management and reporting, contributing to accurate metrics on customer interactions.

Question: 4

Universal Containers is using Service Cloud for customer entry and case management, but order fulfillment, inventory, invoicing, and financial
data are stored in other systems.
Which solution should a consultant recommend for integration?

A. Utilize Apex with integrated External Objects.
B. Utilize an AppExchange integration package.
C. Utilize MuleSoft to integrate the systems.

Answer: C

Explanation:
MuleSoft, as an integration platform, offers a robust solution for connecting Salesforce Service Cloud with other systems like order fulfillment, inventory, invoicing, and financial data systems. MuleSoft's Anypoint Platform enables seamless API-led connectivity, ensuring that data flow between Salesforce and external systems is secure, efficient, and scalable. This approachsupports complex integration scenarios and facilitates real-time data exchange and process automation across disparate systems.

Question: 5

Universal Containers has implemented Service Cloud. The company needs key performance indicators (KPIs) to ensure that its customer support
center is profitable.
Which metric should a consultant use to help executive management understand support center costs?

A. All Cases by Customer
B. All Open Cases by Priority
C. Case Resolution Time

Answer: C

Explanation:
Case Resolution Time is a critical KPI for understanding support center costs. It measures the average time taken to resolve customer cases, directly impacting labor costs and resource allocation. By monitoring and optimizing Case Resolution Time, executive management can identify efficiency improvements, manage staffing requirements more effectively, and ultimately reduce the cost of operating the customer support center.

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