



# Salesforce

Service-Con-201 Exam

Salesforce Certified Service Cloud Consultant

Exam Latest Version: 34.2

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### Question 1. (Single Select)

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

**Correct 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. (Single Select)

Cloud Kicks has a robust Service Cloud implementation for its customer service team. The software engineering team would like to track their projects within Salesforce.

Which solution should the consultant recommend?

- A: Create a new Case record type.
- B: Enable Feed Tracking.
- C: Install an AppExchange app.

**Correct Answer: C**

## Explanation:

For the software engineering team at Cloud Kicks to track projects within Salesforce, an AppExchange app dedicated to project management would be the most suitable solution. These apps are designed to handle project tracking functionalities, including task assignments, progress tracking, and collaboration features, tailored to project management needs. This approach allows for a specialized tool that integrates with Salesforce, providing a seamless experience for the engineering team without repurposing or overextending the functionality of Service Cloud case management.

### Question 3. (Single Select)

Universal Containers has implemented Knowledge-Centered Support (KCS). Specific article types and categories require approval. Both the

Publish Articles and the Submit for Approval buttons are available on page layouts. Agents are forgetting to submit certain articles types for approval.

What should a consultant recommend to automate the Approval Process?

- A: Update the Approval Process to Auto-launch.
- B: Create a Lightning Web Component action for Approval Process.
- C: Create an autolaunched Flow.

**Correct Answer: C**

## Explanation:

In Salesforce, to ensure that specific Knowledge articles are submitted for approval automatically, you can leverage an autolaunched Flow. This approach removes the dependency on agents to manually click the "Submit for Approval" button, thereby reducing the risk of articles `bypassing the necessary approval process`.

Implementation Steps:

Approval Process Configuration: First, set up an Approval Process for the Knowledge object, defining the entry criteria based on article types and categories that require approval.

**Autolaunched Flow Creation:** Create an autolaunched Flow that is triggered when a Knowledge article meets the specified criteria. Within this Flow, use the "Submit for Approval" core action to programmatically submit the article into the Approval Process.

**Triggering Mechanism:** Implement a record-triggered Flow that invokes the autolaunched Flow upon creation or update of a Knowledge article that matches the approval criteria.

By automating the submission process, you ensure that all relevant articles undergo the necessary approval steps without relying on manual intervention. This method aligns with Salesforce best practices for automating approval processes using

#### Question 4. (Single Select)

Universal Containers is migrating from Knowledge to Lightning Knowledge using the Lightning Knowledge Migration Tool and noticed that none of

the article file attachments were migrated.

How can a consultant migrate the file attachments?

A: Use the Files Related List on each article to add files to the articles.

B: Use the Lightning Knowledge Migration Tool and choose 'include files'.

C: Upload the files as Documents, then relate them to the migrated articles.

**Correct Answer: A**

#### Explanation:

When migrating to Lightning Knowledge, file attachments from Classic Knowledge articles do not automatically transfer. To migrate these file attachments, consultants can manually add files to the corresponding Lightning Knowledge articles using the Files Related List. This approach ensures that all relevant attachments are associated with the correct articles, maintaining the integrity and usefulness of the Knowledge base post-migration.

#### Question 5. (Single Select)

Cloud Kicks uses a console app to support users. Service agents open an Account workspace tab and multiple subtabs for the Case, Contact, and

Service Contract. Service agents would like to share links to recently opened subtabs with other users to collaborate on cases.

What should a consultant recommend to meet the requirements?

A: Add the Account object to Recent Items utility.

B: Include the History utility in the console app.

C: Mention the case number in a Chatter group.

**Correct Answer: C**

**Explanation:**

To facilitate collaboration on cases among service agents, using Chatter provides a platform for discussion and information sharing within Salesforce. By mentioning the case number in a Chatter group, agents can quickly share and access case details, enabling efficient collaboration. This method leverages Salesforce's social collaboration features, allowing for real-time communication and problem-solving among team members.



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