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## Salesforce Service-Con-201 考試大綱:

| 主題   | 簡介                                                                                                                                                                                                                                                                                |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 主題 1 | <ul style="list-style-type: none"><li>Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.</li></ul>                                                                    |
| 主題 2 | <ul style="list-style-type: none"><li>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.</li></ul>     |
| 主題 3 | <ul style="list-style-type: none"><li>Contact Center Analytics: This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.</li></ul>                                                                     |
| 主題 4 | <ul style="list-style-type: none"><li>Integrations: This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.</li></ul>                                                                      |
| 主題 5 | <ul style="list-style-type: none"><li>Case Management: This domain covers designing end-to-end case management solutions, implementing case deflection strategies, configuring entitlements, milestones, SLAs, and understanding Service Cloud automation capabilities.</li></ul> |
| 主題 6 | <ul style="list-style-type: none"><li>Knowledge Management: This domain covers Knowledge article lifecycle, Knowledge Centered Service methodology, and configuring Salesforce Knowledge for agent support and self-service processes.</li></ul>                                  |

## Salesforce Service-Con-201認證考試 - Service-Con-201考題套裝

我的很多IT行業的朋友為了通過Salesforce Service-Con-201 認證考試花費了很多時間和精力，但是他們沒有選擇培訓班或者網上培訓，所以對他們而言通過考試是比較有難度的，一般他們的一次性通過的幾率很小。幸運地是PDFExamDumps提供了最可靠的培訓工具。PDFExamDumps提供的培訓材料包括Salesforce Service-Con-201 認證考試的類比測試軟體和相關類比試題，練習題和答案。我們可以提供最佳最新的Salesforce Service-Con-201 認證考試的練習題和答案來滿足你的需求。

### 最新的 Salesforce Consultant Service-Con-201 免費考試真題 (Q213-Q218):

#### 問題 #213

Cloud Kicks is thinking about implementing Swarming in Slack to allow multiple experts to collaborate on cases. What should they consider before implementation?

- A. Swarming can only be initiated from Slack.
- B. Messages from a swarm can be shared to the case feed.
- C. Swarms can be closed from Slack or Salesforce.

答案: C

#### 解題說明:

Swarming in Slack for Service Cloud allows experts to collaborate on complex cases within Slack channels that are linked to Salesforce records. Swarms can be initiated or closed from either Slack or Salesforce, maintaining synchronization between both platforms.

This feature enhances real-time collaboration while ensuring updates, closures, and outcomes are reflected in Service Cloud automatically.

Option A is incorrect-swarms can be initiated from either Slack or Salesforce.

Option B is partially correct but incomplete-messages are visible in the swarm context, but the defining functionality is the bi-directional closure capability.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Service Cloud Swarming Enhancements in Slack.

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

Salesforce Help: "Collaborate with Swarming in Slack for Service Cloud".

#### 問題 #214

Cloud Kicks (CK) often needs to seek assistance within its organization to resolve cases with its customers. Sometimes, CK needs partners to engage as well. CK wants a solution that is the most effective for case communication while documenting the conversation history.

Which feature should the consultant recommend to meet the requirement?

- A. Send Email Quick Action to loop in the stakeholders.
- B. Use child Cases to interact with the partner.
- C. Use Slack for Service for Case Swarming.

答案: C

#### 解題說明:

For Cloud Kicks to effectively collaborate within the organization and with partners on resolving cases, using Slack for Service for Case Swarming is recommended. This solution facilitates real-time communication and collaboration, bringing together the necessary stakeholders and documenting the conversation history within the context of each case, enhancing problem-solving and case resolution processes.

#### 問題 #215

What should the consultant consider when implementing Salesforce Chat functionality in a new Service Cloud instance?

- A. It is incompatible with Einstein Bots.
- **B. It should be routed via Omni-Channel,**
- C. It should be deployed with Experience Builder.

**答案： B**

解題說明：

When implementing Salesforce Chat functionality, it's important to integrate it with Omni-Channel for routing. This ensures that chat requests are distributed based on agent availability and workload, aligning with overall service channel management and ensuring efficient handling of customer inquiries.

#### 問題 #216

A Service Cloud Consultant is working with a telecommunications client. The client aims to improve first-contact resolution by 30% through implementing new case automation and Agentforce Service Agent. The client expects the changes to enhance customer satisfaction but is concerned about adoption and system complexity.

What should the consultant do first to help manage concerns and align expectations?

- A. Recommend postponing the project until all technical requirements are finalized, then create a comprehensive change management strategy for user adoption.
- **B. Conduct a risk register focusing on technical challenges, user adoption barriers, and impact on existing workflows while engaging key stakeholders early.**
- C. Develop a detailed Agentforce Service Agent configuration plan with automated case routing rules and escalation paths, then validate technical requirements with the IT team.

**答案： B**

解題說明：

The Service Cloud Consultant Exam Guide - Implementation Strategies Domain emphasizes the importance of stakeholder alignment, risk assessment, and change readiness before technical design begins. Conducting a risk register and stakeholder engagement early helps identify and mitigate potential issues related to user adoption, workflow disruption, and technical complexity. By performing this assessment first, the consultant ensures that business goals such as improving first-contact resolution and customer satisfaction are realistically aligned with change management plans and adoption strategies. This proactive approach also supports iterative planning consistent with Salesforce's Agile and customer-centric implementation methodology.

Option A focuses on solution design too early, without addressing stakeholder concerns. Option C delays progress unnecessarily and contradicts Salesforce's iterative best practice of progressing with parallel risk and readiness assessments.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Implementation Strategies Domain (risk identification, stakeholder engagement, change readiness).

Salesforce Project Delivery Framework (Agile) - Planning phase guidance on stakeholder collaboration and early risk management.

Salesforce Help: "Manage Project Risk and Change in Salesforce Implementations".

#### 問題 #217

The support management team at Universal Containers has noticed an increase in wait times over the last several months when customers call in for support.

What should a consultant recommend to help decrease customer wait times?

- **A. Create reports to analyze data in order to understand peak times and ensure adequate.**
- B. Create case escalation rules to route high-priority cases directly to supervisors for resolution.
- C. Set up analytical snapshots to capture key case information and create historical trending reports.

**答案： A**

解題說明：

To decrease customer wait times, creating reports to analyze call volume and identify peak times is recommended. Understanding peak periods allows for strategic staffing and resource allocation, ensuring that enough agents are available to handle the increased volume, thus reducing customer wait times.

#### 問題 #218

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