

Salesforce Service-Con-201ウェブトレーニング、 Service-Con-201合格体験談



24時間年中無休のサービスオンラインサポートサービスを提供しており、専門スタッフにリモートアシスタンスを提供しています。また、Service-Con-201実践教材の請求書が必要な場合は、請求書情報を指定してメールをお送りください。オンラインカスタマーサービスとメールサービスが常にお客様をお待ちしています。また、購入前にService-Con-201トレーニングエンジンの試用版を無料でダウンロードできます。この種のサービスは、当社のService-Con-201学習教材に関する自信と実際の強さを示しています。そして、最高のService-Con-201学習ガイドで確実にService-Con-201試験に合格します。

Salesforce Service-Con-201 認定試験の出題範囲：

トピック	出題範囲
トピック 1	<ul style="list-style-type: none">統合: このドメインでは、Service Cloud をサードパーティ ソリューションや外部データソースに接続するための統合ユースケースと考慮事項について説明します。
トピック 2	<ul style="list-style-type: none">取り込みおよびインタラクション チャネル: このドメインでは、取り込みチャネルの設計、インタラクション チャネルの推奨、構成のベストプラクティスの理解、AI エージェントおよびエージェント サービス機能の実装について説明します。
トピック 3	<ul style="list-style-type: none">サービス クラウド ソリューション設計: この領域では、データ セキュリティとコンプライアンスの要件を満たしながら、サービス担当者 と顧客の機能、制限、トレードオフのバランスをとるソリューションを設計します。
トピック 4	<ul style="list-style-type: none">ナレッジ管理: このドメインでは、ナレッジ記事のライフサイクル、ナレッジ中心のサービス方法論、エージェント サポートとセルフサービス プロセスのための Salesforce ナレッジの構成について説明します。
トピック 5	<ul style="list-style-type: none">業界知識: このドメインでは、コンタクト センターのメトリック、KPI を理解し、クライアントの成果に対するリスク、利点、ビジネス上の課題を評価することがカバーされます。

>> Salesforce Service-Con-201ウェブトレーニング <<

実際のService-Con-201 | 正確的なService-Con-201ウェブトレーニング試験 | 試験の準備方法Salesforce Certified Service Cloud Consultant合格体験談

常にSalesforce Service-Con-201試験に参加する予定があるお客様は「こちらの問題集には、全部で何問位、掲載されておりますか?」といった質問を提出しました。心配なくて我々MogiExamのSalesforce Service-Con-201試験問題集は実際試験のすべての問題種類をカバーします。70%の問題は解説がありますし、試験の内容を理解しやすいと助けます。

Salesforce Certified Service Cloud Consultant 認定 Service-Con-201 試験問題 (Q161-Q166):

質問 # 161

Universal Containers (UC) wants its Agentforce Service Agent to provide accurate and trustworthy responses to customer inquiries by leveraging their vast repository of internal knowledge articles, which includes both structured fields and unstructured text. How can a Service Cloud Consultant design for the accuracy and trustworthiness of the AI agent's responses using this company's data?

- A. Use the LLM's global Knowledge data set to restructure UC's data.
- B. Map specific fields from Knowledge articles to predefined questions.
- **C. Use Agentforce Data Library with Knowledge to ground the AI agent.**

正解: C

解説:

Salesforce Agentforce Service Agent allows organizations to "ground" generative AI responses in their own trusted, proprietary data sources using the Agentforce Data Library. When connected with Salesforce Knowledge, the Agentforce Data Library enables the AI to retrieve contextually relevant information directly from internal Knowledge articles-both structured fields (such as titles, summaries, categories) and unstructured text (like article bodies or attachments).

This grounding ensures that responses are accurate, explainable, and trustworthy, as the AI is limited to referencing verified enterprise data rather than relying on its global model training data.

Option A is too limited and static-mapping fields does not provide dynamic understanding or grounding.

Option C is incorrect because Salesforce's large language model (LLM) does not use global datasets to restructure customer data; instead, it uses grounding techniques via the Data Library for contextual accuracy and data governance.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Agentforce Data Cloud Integration and Data Library Enhancements (introduces data grounding for accuracy).

Service Cloud Consultant Exam Guide - Interaction Channels Domain (covers AI and generative tools in Service Cloud).

Salesforce Help: "Ground Agentforce Responses with Data Library and Knowledge" (details AI grounding for trustworthy output).

質問 # 162

Cloud Kicks (CK) wants to adopt artificial intelligence (AI) for improving case closure key performance indicators (KPIs) and product support planning within its Service organization. CK has at least 1,000 closed cases from which it can predict accurate values for fields that are empty. CK has yet to implement any Einstein AI products.

- A. Review and address Case data issues and set up Einstein Article Recommendations.
- **B. Review and address Case data issues and set up Einstein Classification Apps.**
- C. Confirm there are enough closed cases and turn on Einstein Service AI Grounding with Cases.

正解: B

解説:

To leverage AI for predictive insights in Service Cloud, organizations start with Einstein Case Classification and Einstein Case Routing-collectively known as Einstein Classification Apps. These use existing case history to predict field values (like priority, type, or product) based on patterns from previously closed cases.

Before enabling these apps, Salesforce recommends data review and cleanup to ensure high-quality, representative case records. A minimum of at least 1,000 closed cases is required for accurate AI model training.

Option A (Einstein Article Recommendations) supports agent knowledge but doesn't predict case field values.

Option B (Einstein Service AI Grounding) is part of Agentforce's generative response accuracy, not classification.

Referenced Salesforce Materials:

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

Salesforce Help: "Set Up Einstein Case Classification and Routing."

Salesforce Spring '24 Release Notes - Einstein Classification Apps Enhancements.

質問 # 163

Cloud Kicks' development team must manage multiple projects that compete for limited resources. The team needs to change directions often and start urgent work quickly.

Which step should a consultant recommend completing before beginning the build phase?

- A. Test
- B. Enablement
- C. Design

正解: C

解説:

Before beginning the build phase, especially in a dynamic environment with multiple projects and limited resources, it's crucial to complete the Design step. This involves defining the architecture, user experience, and functional requirements, ensuring that the development team has a clear blueprint to follow, which can adapt to changes and prioritize urgent work efficiently.

質問 # 164

Universal Containers has a category of cases that cannot be solved by a single agent and instead requires a team of experts to triage and resolve the issue. The support manager is interested in solutions that allow the team of experts to collaborate on these cases.

Which option should the consultant recommend so experts can collaborate in real time?

- A. Add experts to an integrated Slack channel.
- B. Use Email-to-Case to send an email to experts so they can use email threads.
- C. Implement Skills-Based Routing to assign the case to experts.

正解: A

解説:

Integrating a Slack channel for experts to collaborate on complex cases provides a real-time communication platform that supports quick exchange of ideas, files, and updates. This solution fosters teamwork and enables faster resolution of issues that require input from multiple experts.

質問 # 165

Universal Containers wants to notify support managers when a new case has been untouched for more than 2 business hours.

Which approach should a consultant implement?

- A. Create a Flow with a scheduled path.
- B. Configure Case Escalation rules.
- C. Establish Case Assignment rules.

正解: B

解説:

Case Escalation Rules can be configured to escalate cases that have not been touched within a specified timeframe, such as 2 business hours. This ensures that support managers are notified when a case remains untouched beyond the set threshold, allowing for timely intervention and improved case management.

質問 # 166

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