

Salesforce Service-Cloud-Consultant信息資訊, Service-Cloud-Consultant指南



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>> Salesforce Service-Cloud-Consultant信息資訊 <<

Service-Cloud-Consultant信息資訊: Salesforce Certified Service cloud consultant考試最新發布|更新的Service-Cloud-Consultant指南

在Salesforce的Service-Cloud-Consultant考試題庫頁面中, 我們擁有所有最新的考古題, 由NewDumps資深認證講師和經驗豐富的技術專家精心編輯而來, 完整覆蓋最新試題。Salesforce的Service-Cloud-Consultant考古題包含了PDF電子檔和軟件版, 還有在線測試引擎, 全新收錄了Service-Cloud-Consultant認證考試所有試題, 并根據真實的考題變化而不斷變化, 適合全球考生通用。我們保證Service-Cloud-Consultant考古題的品質, 百分之百通過考試, 對於購買我們網站Service-Cloud-Consultant題庫的客戶, 還可以享受一年更新服務。

最新的 Salesforce Service Cloud Consultant Service-Cloud-Consultant 免費考試真題 (Q138-Q143):

問題 #138

universal containers is implementing a customer community to provide self service options to its B2C customers. Which two features should a consultant recommend.

- A. Contacts

- B. Chatter Answers
- C. Contracts and SLASs
- D. Cases

答案： B,D

解題說明：

These are two features that a consultant should recommend to implement a customer community to provide self-service options to its B2C customers. Chatter Answers is a feature that allows customers to post questions, provide answers, and comment on other posts in the community. Chatter Answers can help customers find solutions from other customers or experts without creating a case. Cases is a feature that allows customers to create, view, and manage cases online in the community. Cases can help customers get support from agents when they cannot find answers from other sources. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.networks_chatter_answers_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.networks_cases_overview.htm&type=5

問題 #139

Cloud Kicks (CK) has rolled out a new Contact Center and is eager to understand the return on investment (ROI). CK has hired a Service Cloud Consultant to operationalize its reports. CK would like to understand the duration a case spends in each status.

- A. Case Lifecycle report
- B. Cases with Milestones report
- C. Cases with Historical Trending report

答案： A

解題說明：

The Case Lifecycle report is the correct Salesforce standard report type to track how long a case spends in each status. It measures time spent in "New," "Working," "Waiting on Customer," and other statuses to evaluate process efficiency and ROI from contact center operations.

Option A (Historical Trending) tracks changes to specific numeric fields over time, not case status duration.

Option B (Milestones report) tracks SLA time progress for entitlement management, not workflow duration by status.

Referenced Salesforce Materials:

* Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.

* Salesforce Help: "Create a Case Lifecycle Report to Measure Time in Each Status."

* Salesforce Trailhead: "Analyze Case Lifecycle Data to Measure Contact Center Efficiency."

問題 #140

Universal Containers is migrating from classic 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. Post the files to the chatter feed on each article.
- B. Use the lightning knowledge migration tool and choose "include files".
- C. Upload the files as documents, then relate them to the migrated articles.
- D. Use the files related list on each article to add files to your articles.

答案： D

問題 #141

Universal Containers (UC) wants to schedule for repair service when an agent is unable to solve the customer's problem via the call center.

What functionality should a consultant recommend to satisfy the UC's need?

- A. omni Channel
- B. Mobile Connect
- C. Field Service
- D. Contact Request

答案： C

解題說明：

Field Service is a Salesforce product that enables companies to manage work orders, service appointments, service resources, and service territories. It also provides features such as scheduling optimization, mobile access, and offline support. Field Service is the recommended functionality for scheduling repair service when an agent is unable to solve the customer's problem via the call center. Verified References: Service Cloud Consultant Certification Guide & Tips, Field Service Overview

問題 #142

Universal Containers would like for article to be different channel for social interactions. What solution should a consultant recommend?

- A. Create a Visualforce page on the customer community portal.
- B. Create a Chatter group and invite the customer to join with an external chatter user.
- C. Set up communication channel layouts in the object manager to use Insert Article into Social post.
- D. Set up insert Article into Social post and enable the customer community portal.

答案： C

解題說明：

Explanation

Setting up communication channel layouts in the object manager to use Insert Article into Social post is a solution that can enable article insertion into social interactions in Lightning Knowledge. Communication channel layouts allow administrators to customize how articles appear in different channels, such as email, chat, or social media. Insert Article into Social post is an action that allows agents to insert articles into social posts using Social Customer Service. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.knowledge_communication_channel_layouts.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.knowledge_insert_article_content_email.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.social_customer_service_overview.htm&type=5

問題 #143

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Service-Cloud-Consultant指南 : <https://www.newdumpspdf.com/Service-Cloud-Consultant-exam-new-dumps.html>

當您懷疑自己的知識水準，而在考試之前惡補時，您是否想到如何能讓自己信心百倍的通過這次 Salesforce Salesforce Certified Service cloud consultant - Service-Cloud-Consultant 認證考試，不要著急，我們網站就是唯一能讓您通過 Service-Cloud-Consultant 考試的培訓資料網站，Salesforce Certified Service cloud consultant 學習資料包括試題及答案，它的通過率很高，有了 Salesforce Salesforce Certified Service cloud consultant - Service-Cloud-Consultant 題庫資料，您就可以跨出您的第一步，獲得 Salesforce Service Cloud Consultant 認證，您職業生涯的輝煌時期將要開始了，因此，取得熱門的Service-Cloud-Consultant認證將可做為具備成功執行重要IT功能所需之能力的最佳證明，我們IT專家個個都是實力加經驗組成的，他們的研究出來的 Salesforce Salesforce Certified Service cloud consultant - Service-Cloud-Consultant 題庫資料和你真實的考題很接近，幾乎一樣，是專門為要參加 Salesforce Certified Service cloud consultant - Service-Cloud-Consultant 認證考試的人提供便利的網站，能有效的幫助考生通過 Salesforce Certified Service cloud consultant - Service-Cloud-Consultant 考試，Salesforce Service-Cloud-Consultant信息資訊 如果你考試失敗，我們將全額退款。

合併您的工作資料和號碼，以及可通過單個設備訪問的個人資料和號碼，沒有人知曉他已經是高級武宗了，這黑卡自然也沒有檢測武道境界的能力，當您懷疑自己的知識水準，而在考試之前惡補時，您是否想到如何能讓自己信心百倍的通過這次 Salesforce Salesforce Certified Service cloud consultant - Service-Cloud-Consultant 認證考試，不要著急，我們網站就是唯一能讓您通過 Service-Cloud-Consultant 考試的培訓資料網站，Salesforce Certified Service cloud consultant 學習資料包括試題及答案，它的通過率很高，有了 Salesforce Salesforce Certified Service cloud consultant - Service-Cloud-Consultant 題庫資料，您就可以跨出您的第一步，獲得 Salesforce Service Cloud Consultant 認證，您職業生涯的輝煌時期將要開始了。

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