

Salesforce Service-Con-201덤프공부문제 - Service-Con-201유효한시험자료



PassTIP 에서 제공해드리는 Salesforce인증Service-Con-201시험덤프자료를 구입하시면 퍼펙트한 구매후 서비스를 약속드립니다. PassTIP에서 제공해드리는 덤프는 IT업계 유명인사들이 자신들의 노하우와 경험을 토대로 하여 실제 출제되는 시험문제를 연구하여 제작한 최고품질의 덤프자료입니다. Salesforce인증Service-Con-201시험은 PassTIP 표Salesforce인증Service-Con-201덤프자료로 시험준비를 하시면 시험패스는 아주 간단하게 할 수 있습니다. 구매하기전 PDF버전 무료샘플을 다운받아 공부하세요.

Salesforce Service-Con-201 인증시험은 최근 가장 핫한 시험입니다. 인기가 높은 만큼Salesforce Service-Con-201시험을 패스하여 취득하게 되는 자격증의 가치가 높습니다. 이렇게 좋은 자격증을 취득하는데 있어서의 필수과목인 Salesforce Service-Con-201시험을 어떻게 하면 한번에 패스할 수 있을까요? 그 비결은 바로PassTIP의 Salesforce Service-Con-201덤프를 주문하여 가장 빠른 시일내에 덤프를 마스터하여 시험을 패스하는 것입니다.

>> Salesforce Service-Con-201덤프공부문제 <<

최신 Service-Con-201덤프공부문제 덤프샘플 다운

Salesforce Service-Con-201인증시험패스 하는 동시에 여러분의 인생에는 획기적인 일 발생한것이지요, 사업에서의 상승세는 당연한것입니다. IT업계종사자라면 누구나 이런 자격증을 취득하고 싶어하리라고 믿습니다. 많은 분들이 이렇게 좋은 인증시험은 아주 어렵다고 생각합니다. 네 맞습니다. 패스할확율은 아주 낮습니다. 노력하지않고야 당연히 불가능하죠.Salesforce Service-Con-201시험은 기초지식 그리고 능숙한 전업지식이 필요요 합니다. 우리 PassTIP는 여러분들한테Salesforce Service-Con-201시험을 쉽게 빨리 패스할 수 있도록 도와주는 사이트입니다. 우리 PassTIP의Salesforce Service-Con-201시험관련자료로 여러분은 짧은시간내에 간단하게 시험을 패스할 수 있습니다. 시간도 절약하고 돈도 적게 들이는 이런 제안은 여러분들한테 딱 좋은 해결책이라고 봅니다.

최신 Salesforce Consultant Service-Con-201 무료샘플문제 (Q170-Q175):

질문 # 170

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

정답: B

설명:

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.

질문 # 171

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

정답: B

설명:

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.

질문 # 172

Cloud Kicks provides support to customers in email, social, and chat channels. Managers want to find a way to improve service agent efficiency.

A recent study found agents spend a lot of time searching for articles, manually copying text from the article, and pasting it into responses.

What should a consultant recommend as a solution?

- A. Configure Lightning Knowledge component to auto attach article PDF.
- **B. Configure Lightning Knowledge component and related list actions.**
- C. Set up quick text options in the utility bar to add article links.

정답: B

설명:

To improve agent efficiency in finding and using articles, configuring the Lightning Knowledge component and related list actions is advisable. This setup allows agents to easily search for, preview, and insert links to relevant Knowledge articles directly into their responses without leaving their workspace. This streamlined approach reduces the time spent on manual copying and pasting, enhancing productivity and ensuring consistent use of approved content.

질문 # 173

Cloud Kicks uses Omni-Channel to route cases to service reps based on location. At times, certain locations are over capacity while other locations have available capacity. Managers would like the ability to respond to these situations.

What should a consultant recommend as a solution?

- A. Configure an Overflow Assignee in Omni-Channel Routing.
- B. Use Omni-Channel Skills-Based Routing to expedite case resolution.
- **C. Use Omni Supervisor to change reps' queues.**

정답: C

설명:

Omni-Supervisor allows service managers to monitor agent workload, queue utilization, and routing capacity in real time. Using Omni-Supervisor, managers can manually reassign work, adjust queue capacity, or redirect cases to other agents or queues when one location is over capacity.

This aligns with the Interaction Channels domain of the Service Cloud Consultant Guide, which highlights Omni-Supervisor as the recommended tool for real-time load balancing and operational adjustments.

Option A (Skills-Based Routing) improves matching efficiency but doesn't allow dynamic response to live capacity issues.

Option B (Overflow Assignee) routes unassigned cases to a single fallback user, not a scalable solution for multi-location capacity management.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Interaction Channels Domain (Omni-Channel and Supervisor capabilities).

Salesforce Help: "Monitor and Manage Agents with Omni-Supervisor".

질문 # 174

Cloud Kicks has several teams that work on customer cases. Support managers would like to track how long each case is owned by each team before it gets resolved.

Which report should the Service Cloud Consultant use for this requirement?

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

정답: A

설명:

The Case Lifecycle report tracks the time a case spends in each ownership status-ideal for measuring how long cases are owned by specific teams or agents. This report helps identify bottlenecks and efficiency issues across teams during the case resolution process. Option A (Historical Trending) tracks field value changes over time but not ownership duration.

Option C (Milestone report) is specific to SLA tracking within Entitlement Management, not ownership tracking.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.

Salesforce Help: "Use Case Lifecycle Reports to Measure Case Duration by Status or Owner." Salesforce Trailhead: "Analyze Case Ownership and Lifecycle Metrics."

질문 # 175

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Service-Con-201유효한 시험자료 : <https://www.passtip.net/Service-Con-201-pass-exam.html>

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술에 취한 남자들 사이에서 일어난 싸움에 휘말려 팔이 부러지기도 했었다, 우리 엄마가Service-Con-201이런 말 하는 남자들 조심하랬는데, 우리 PassTIP선택함으로 여러분은 성공을 선택한 것입니다, 자격증 많이 취득하면 더욱 여유롭게 직장생활을 즐길수 있습니다.

Service-Con-201덤프공부문제 인증시험덤프데모

Salesforce인증 Service-Con-201시험대비 덤프뿐만아니라 다른 IT인증 시험에 대비한 덤프자료도 적중율이 끝내줍니다, Service-Con-201덤프는 PDF버전 , Testing Engine버전 , Online Test Engine 버전 세가지 버전으로 되어있습니다.

PassTIP연구한 전문Salesforce Service-Con-201인증시험을 겨냥한 덤프가 아주 많은 인기를 누리고 있습니다.

- Service-Con-201덤프공부문제 시험준비에 가장 좋은 최신 기출문제 □ [www.exampassdump.com]의 무료 다운로드 「 Service-Con-201 」 페이지가 지금 열립니다Service-Con-201최신 시험대비자료
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