

最實用的Service-Con-201認證考試的學習資料



世界500強企業中，有超過2/3的企業選擇了 Salesforce 電子商務軟體產品作為其核心的運用。因此，獲得 Salesforce 的認證，即使在強手林立的競爭環境中，你同樣能夠脫穎而出。考生想要通過 Service-Con-201 考試，最快速的方式是使用 Salesforce 的 Service-Con-201 考題，很多考生都是通過這種方式成功通過考試，可以快速掌握考試的相關資訊。

Salesforce Service-Con-201 考試大綱：

主題	簡介
主題 1	Service Cloud Solution Design: This domain involves designing solutions that balance capabilities, limitations, and trade-offs for service reps and customers while meeting data security and compliance requirements.
主題 2	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.
主題 3	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.

主題 4	Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.
主題 5	Contact Center Analytics: This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.
主題 6	Integrations: This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.

>> Service-Con-201試題 <<

最新的Service-Con-201試題 |高通過率的考試材料|準備充分的Service-Con-201: Salesforce Certified Service Cloud Consultant

Fast2test提供高品質的最佳學習資料，讓通過Salesforce Service-Con-201考試從未如此快速、便宜、和簡單。有了最新詳細的題庫和答案，為您的Service-Con-201考試做好充分的準備，我們將保證您在考試中取得成功。在購買前，您還可以下載我們提供的Service-Con-201免費DEMO來試用，這是非常有效的學習資料。通過客戶的完全信任，我們為考生提供真實有效的訓練，幫助大家在第一次Salesforce Service-Con-201考試中順利通過。

最新的 Salesforce Consultant Service-Con-201 免費考試真題 (Q98-Q103):

問題 #98

A travel agency wants to offer self-service for customers, so that customers can create new travel reservations and modify existing bookings. These tasks often require integration with external booking systems and adherence to unique business logic.

- A. Agentforce for Service Agent with custom topics and custom actions.
- B. Agentforce for Service Agent combined with Einstein Bots to complete specific tasks.
- C. Custom Screen Flows that walk the customer through the reservation and booking process.

答案: A

解題說明:

Agentforce Service Agent can handle complex business processes involving external integrations and custom logic through custom topics and custom actions built using Salesforce Flow, Apex, or Prompt Builder. This allows customers to perform specific, secure actions-like creating or modifying reservations-while the AI agent maintains conversational context and business rules.

Option A is partially correct but redundant, as Agentforce already supports such task automation without requiring Einstein Bots. Option C (Custom Screen Flows) would require the user to manually navigate a UI flow rather than interact conversationally, reducing self-service efficiency.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Agentforce Custom Topics and Actions Enhancements.

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

Salesforce Help: "Use Custom Actions and Topics in Agentforce for Service."

問題 #99

Cloud Kicks would like to add a WhatsApp channel to its available support channels.

What should the Service Cloud Consultant consider?

- A. Emojis, polls, and quick text are not supported.
- B. Group WhatsApp chats are not supported.
- C. Queue-based routing is not supported.

答案: B

解題說明:

Salesforce's WhatsApp Messaging Channel, powered by Digital Engagement, supports one-to-one, session-based communication between a customer and an agent. However, group WhatsApp chats are not supported-each interaction must occur within a single

customer conversation thread.

This limitation ensures compliance, privacy, and tracking accuracy across digital channels.

Other features like emojis, quick text, and queue-based routing are fully supported via Omni-Channel configuration.

Referenced Salesforce Materials:

Salesforce Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Set Up WhatsApp Messaging in Salesforce".

Salesforce Spring '24 Release Notes - Digital Engagement Enhancements (WhatsApp Support).

問題 #100

A Service Cloud Consultant is configuring an "Order Inquiries" topic for an Agentforce Service Agent. The business requires that if a package is reported lost, the AI agent must immediately escalate the conversation to a service rep.

How should the consultant achieve this?

- A. Use the standard Employee Agent Escalation topic to handle all escalations.
- **B. Add an instruction to the AI agent stating that any utterance of lost packages should trigger the escalation.**
- C. Use skills-based routing to transfer the conversation to the appropriate service rep.

答案: B

解題說明:

In Agentforce for Service, consultants can define custom instructions within a topic to control the AI agent's behavior dynamically. By adding a clear instruction in the "Order Inquiries" topic - for example, "If the customer mentions a lost or missing package, escalate the conversation to a live agent immediately" - the AI agent can automatically trigger an escalation action or handoff to a service rep.

This approach leverages topic-specific natural language understanding rather than external routing logic.

Option B is incorrect because the Employee Agent Escalation topic applies to internal employee assistance, not customer-facing AI interactions.

Option C (skills-based routing) controls assignment after escalation but doesn't trigger the escalation event itself.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Agentforce for Service: Escalation and Instruction Enhancements.

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Configure Topic Instructions and Escalation Triggers for Agentforce Service Agent."

問題 #101

Universal Containers (UC) has hired a consulting firm to implement Service Cloud for its contact center for the first time. The project requires quick iterations and speedy completion. UC has requested frequent updates from the project team for check-ins and refinement.

Which methodology should the consultant recommend given the requirements?

- A. Waterfall
- **B. Agile**
- C. Hybrid

答案: B

解題說明:

Given the requirements for quick iterations, speedy completion, and frequent updates, the Agile methodology is recommended. Agile allows for adaptive planning, evolutionary development, early delivery, and continuous improvement, facilitating rapid response to changes and ensuring close collaboration with the client for regular feedback and refinement.

問題 #102

Universal Containers wants to allow customers to send messages to agents in Service Console via their preferred mobile app.

Which feature should a consultant recommend?

- A. OmniStudio
- **B. Messaging**
- C. Einstein Bots

答案：B

解題說明：

To enable customers to send messages via their preferred mobile app to agents in the Service Console, the "Messaging" feature in Salesforce is recommended. This feature integrates various messaging platforms with the Service Cloud, allowing agents to communicate with customers through their preferred channels, enhancing customer experience and engagement.

問題 #103

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在短短幾年中，Salesforce的Service-Con-201考試認證在日常生活中給人們造成了影響，但未來的關鍵問題是如何更有效的第一次通過Salesforce的Service-Con-201考試認證？回答這個問題就是利用Fast2test Salesforce的Service-Con-201考試培訓資料，有了它便實現了你的第一次通過考試認證，你還在等什麼，去獲得Fast2test Salesforce的Service-Con-201考試培訓資料，有了它將得到更多你想要的東西。

Service-Con-201學習資料: <https://tw.fast2test.com/Service-Con-201-premium-file.html>

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