

Service-Con-201 Studienmaterialien: Salesforce Certified Service Cloud Consultant & Service-Con-201 Zertifizierungstraining



Übrigens, Sie können die vollständige Version der ITZert Service-Con-201 Prüfungsfragen aus dem Cloud-Speicher herunterladen: <https://drive.google.com/open?id=1ndCcNxWyxR1pdNlah0JSGZNnNlwfbr6D>

Als eine zuverlässige Website versprechen wir Ihnen, Ihre persönliche Informationen nicht zu verraten und die Sicherheit Ihrer Bezahlung zu garantieren. Deshalb können Sie unsere Salesforce Service-Con-201 Prüfungssoftware ganz beruhigt kaufen. Wir haben eine große Menge IT-Prüfungsunterlagen. Wenn Sie neben Salesforce Service-Con-201 noch an anderen Prüfungen Interesse haben, können Sie auf unsere Website online konsultieren. Wir wünschen Ihnen viel Erfolg bei der Salesforce Service-Con-201 Prüfung!

Salesforce Service-Con-201 Prüfungsplan:

Thema	Einzelheiten
Thema 1	<ul style="list-style-type: none"> Implementation Strategies: This domain focuses on consulting engagement participation, deployment and training recommendations, and considerations for data migration, quality, governance, and large data volumes.
Thema 2	<ul style="list-style-type: none"> Integrations: This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.
Thema 3	<ul style="list-style-type: none"> 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.
Thema 4	<ul style="list-style-type: none"> 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.

Thema 5	<ul style="list-style-type: none"> • Intake and Interaction Channels: This domain addresses designing intake channels, recommending interaction channels, understanding configuration best practices, and implementing AI agents and agent service capabilities.
Thema 6	<ul style="list-style-type: none"> • Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.
Thema 7	<ul style="list-style-type: none"> • Contact Center Analytics: This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.

>> Service-Con-201 German <<

Service-Con-201 Lernhilfe - Service-Con-201 Tests

Wenn Sie die Fragen und Antworten zur Salesforce Service-Con-201 Zertifizierungsprüfung kaufen, können Sie nicht nur die Salesforce Service-Con-201 Zertifizierungsprüfung erfolgreich bestehen, sondern einen einjährigen kostenlosen Update-Service genießen. Falls Sie in der Prüfung durchfallen, zahlen wir Ihnen die gesamte Summe zurück. Sie können im Internet teilweise die Fragen und Antworten zur Salesforce Service-Con-201 Zertifizierungsprüfung kostenlos als Probe herunterladen, um die Zuverlässigkeit unserer Produkte zu prüfen.

Salesforce Certified Service Cloud Consultant Service-Con-201 Prüfungsfragen mit Lösungen (Q126-Q131):

126. Frage

Support agents at Universal Containers are entering customer contact information in multiple ways. Management is concerned about the high likelihood of duplicate customer contact information being entered.

What should the consultant recommend to prevent duplicate records from being created?

- A. Configure and activate Duplicate Management.
- B. Implement Apex triggers for Contact.
- C. Grant "View All Data" and instruct them to search.

Antwort: A

Begründung:

To prevent duplicate customer contact information, the recommended approach is to configure and activate Salesforce's built-in Duplicate Management feature. This feature allows for the creation of duplicate rules and matching rules to identify and prevent duplicates at the point of entry. It can be applied to standard objects like Contacts and can provide users with alerts or block duplicates based on the rules set. This proactive approach ensures data quality without requiring excessive manual intervention or extensive access rights like "View All Data."

127. Frage

Cloud Kicks wants to offer its customers a more personalized, flexible service experience beyond emails, phone calls, and chatbots. What should the consultant recommend to meet this requirement?

- A. Social media
- B. Salesforce Knowledge
- C. Messaging apps

Antwort: C

Begründung:

To offer a more personalized and flexible service experience, integrating messaging apps into the service strategy is recommended. Messaging apps allow for asynchronous, convenient communication that can enhance customer engagement and satisfaction by catering to their preferences for quick, informal interactions.

128. Frage

Cloud Kicks (CK) wants to provide its authenticated customers with a top-tier support experience. CK Ants to allow asynchronous conversations, conversations across devices, and Estimated Wait Time transparency. CK currently uses an external website to deliver its chat support offering.

What should a consultant recommend to provide these newer capabilities?

- A. AppExchange package
- **B. Messaging for Web**
- C. Einstein Bots

Antwort: B

Begründung:

To provide top-tier support features such as asynchronous conversations, cross-device support, and Estimated Wait Time transparency, Messaging for Web is recommended. This feature enhances the chat support experience on external websites, offering modern communication capabilities that meet customer expectations for flexible and informed support interactions.

129. Frage

The support manager at Universal Containers wants to measure first-call resolution by channel, agent, and calendar month. Which reporting solution should the consultant recommend?

- A. Create a reporting snapshot.
- **B. Create a joined report.**
- C. Create a report using Grouping.

Antwort: B

Begründung:

To measure first-call resolution by channel, agent, and calendar month, a joined report is recommended. This type of report allows the combination of related reports into a single report with multiple blocks, enabling the analysis of data across different dimensions such as communication channels, individual agent performance, and timeframes, providing a comprehensive view of first-call resolution metrics.

130. Frage

Which approach should a consultant use to ensure that Lightning Knowledge searches only display articles for a service agent's product specialization?

- **A. Create a data category for each product. Assign data categories to service agents.**
- B. Create a permission set for each record type. Assign permissions to service agents.
- C. Create an article action for each record type. Assign record types to service agents.

Antwort: A

Begründung:

Creating a data category for each product and assigning these categories to service agents based on their product specialization ensures that agents only see relevant articles during Lightning Knowledge searches. This approach streamlines access to information and enhances support efficiency for specific product lines.

131. Frage

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Sie haben schon die Prüfungsmaterialien zur Salesforce Service-Con-201 Zertifizierung von ITZert gesehen. Es ist doch Zeit, eine Wahl zu treffen. Sie können auch andere Produkte wählen, aber unser ITZert wird Ihnen die größten Interessen bringen. Mit ITZert werden Sie eine glänzende Zukunft haben, eine bessere Berufsaussichten in der IT-Branche haben und effizient arbeiten.

Service-Con-201 Lernhilfe: https://www.itzert.com/Service-Con-201_valid-braindumps.html

