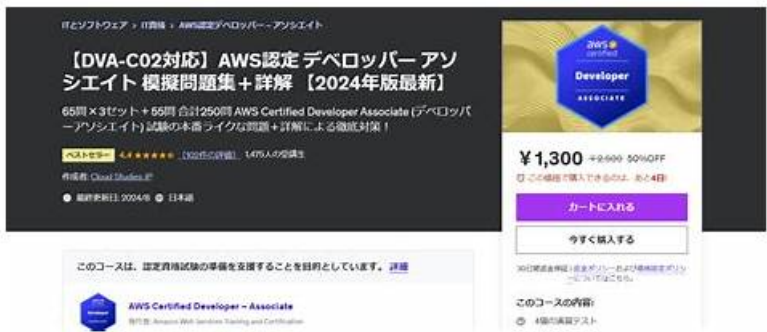


Service-Con-201認定デベロッパー & Service-Con-201最新対策問題



Service-Con-201模擬試験の合格率はほぼ100%ですが、合格しない可能性がある場合は、全額返金することができます。払い戻しプロセスの複雑さを心配する必要はまったくありません。非常にシンプルにしています。Service-Con-201の使用後に試験に不合格になったことの証明を提供していただければ、すぐに返金できます。払い戻しプロセス中に問題が発生した場合は、いつでもカスタマーサービススタッフに連絡することもできます。問題をできるだけ早く解決するのに役立ちます。つまり、Service-Con-201試験問題は、試験に合格することをほぼ保証します。

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	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.
トピック 2	Integrations: This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.
トピック 3	Implementation Strategies: This domain focuses on consulting engagement participation, deployment and training recommendations, and considerations for data migration, quality, governance, and large data volumes.
トピック 4	Knowledge Management: This domain covers Knowledge article lifecycle, Knowledge Centered Service methodology, and configuring Salesforce Knowledge for agent support and self-service processes.
トピック 5	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.

>> Service-Con-201認定デベロッパー <<

正確的なService-Con-201認定デベロッパー & 合格スムーズService-Con-201最新対策問題 | ユニークなService-Con-201最新知識 Salesforce Certified Service Cloud Consultant

成功への道を示す指標として、私たちの練習資料はあなたの旅のあらゆる困難を乗り越えることができます。すべての課題をワークインのように扱うことはできませんが、Service-Con-201シミュレーションの実践により、レビューを効果的にすることができます。それが彼らがラインのプロモデルである理由です。私たちは品質の問題に非妥協的であり、あなたは彼らの習熟度を厳しく完全に確信することができます。

Salesforce Certified Service Cloud Consultant 認定 Service-Con-201 試験問題 (Q172-Q177):

質問 # 172

Which advantage does Salesforce provide with the OpenCTI framework?

- A. Agents can run their softphone at the operating system level, embedded in the task bar or system tray.
- **B. Agents can use telephony on a wide range of browsers and operating systems while only developing once.**
- C. Developers can Integrate with any telephony platform available with minimal need for customization.

正解: B

解説:

Salesforce's OpenCTI (Computer Telephony Integration) framework offers the advantage of allowing agents to use telephony across various browsers and operating systems without the need for multiple developments. This cross-platform compatibility ensures a consistent user experience and simplifies telephony integration within Salesforce, enhancing efficiency and accessibility for service agents.

質問 # 173

Cloud Kicks wants to standardize its service key performance indicators (KPIs) for response time and first case closure rates. Individual service reps, team leaders, regional directors, and the VP of service should see the same KPIs calculated using only the data the user can access.

What is the recommended running user to meet the requirements?

- A. VP of service
- B. Team leaders
- **C. Dashboard viewer**

正解: C

解説:

To ensure consistent KPI definitions while respecting data visibility rules, Salesforce dashboards should use the "Dashboard Viewer" as the running user. This setting ensures that each user viewing the dashboard sees data according to their own access permissions (role hierarchy, sharing rules, etc.), but all use the same filters and calculations.

If the dashboard used the VP of service as the running user, all viewers would see organization-wide data, violating visibility requirements. Team leaders (Option C) would restrict the data too narrowly.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.

Salesforce Help: "Set the Running User for a Dashboard."

Salesforce Trailhead: "Customize Dashboard Visibility with the Dashboard Viewer Option."

質問 # 174

Universal Containers is launching a full line of new products, and Service Cloud should support the following requirements:

* Service reps need to collaborate with other teams.

* The product development team needs to be alerted on high-priority cases for specific products.

Which solution meets these requirements?

- **A. Use Case Teams to collaborate on cases and use Salesforce Flow for notifications.**
- B. Use Case Teams to collaborate on cases and use Escalation Rules for notifications.
- C. Use Account Teams to collaborate on cases and use Salesforce Flow for notifications.

正解: A

解説:

The Service Cloud Consultant Study Guide - Service Cloud Solution Design domain recommends using Case Teams to facilitate collaboration on cases among different departments. Case Teams allow multiple users or roles to work together on a single case, improving visibility and coordination between service and product development teams.

To meet the requirement of alerting the product development team on high-priority cases, the best practice is to use Salesforce Flow (or Process Automation tools) to automatically send notifications, create tasks, or post updates to collaboration tools such as Slack

or Chatter when criteria are met (for example, "Priority = High" and "Product = X").

Escalation Rules are designed for time-based escalation to higher support tiers, not for notifying specific departments. Account Teams facilitate collaboration at the account level, not on specific cases, making them unsuitable for case-specific alerts.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Service Cloud Solution Design Domain (collaboration and automation design considerations).

Salesforce Help: "Set Up Case Teams" (enables collaboration among different users on cases).

Salesforce Help: "Build Automated Notifications with Flow" (describes how to notify users when case conditions are met).

質問 # 175

Universal Containers (UC) has decided to use skills-based routing to ensure service reps are assigned the appropriate work item. UC requires that it can view the backlog of work grouped by skills, to reassign reps to the appropriate skill.

What should the Service Cloud Consultant recommend?

- **A. Use the capabilities within Omni Supervisor.**
- B. Configure custom logging and capacity alerts in Omni-Channel Flow.
- C. Create a custom report type with inline editing.

正解: A

解説:

Omni-Supervisor provides built-in visibility into skills-based routing queues, agent workloads, and backlog distribution across all skills. Managers can monitor real-time metrics such as agent availability, assigned work, and queued cases per skill, and can reassign agents dynamically to balance workloads.

This capability fulfills UC's requirement for visibility and control within skills-based routing.

Option A is too limited, focusing on technical configuration rather than providing real-time monitoring.

Option C (custom report type) only offers static reporting, not live visibility or reallocation functionality.

Referenced Salesforce Materials:

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

Salesforce Help: "Monitor Skills-Based Routing in Omni-Supervisor".

Salesforce Winter '23 Release Notes - Omni-Channel Skills and Supervisor Enhancements.

質問 # 176

Universal Containers' support team requires its customers to submit their support inquiries via free form email (Outlook, Gmail, Yahoo, etc.).

Additional requirements are listed below:

* Support attachments up to 25 MB per inquiry

* Under 2,500 inquiries per day

Which configuration solution should a consultant recommend to meet these requirements?

- A. Heroku Connect
- B. Email-to-Case
- **C. On-Demand Email-to-Case**

正解: C

解説:

For supporting attachments up to 25 MB and handling under 2,500 inquiries per day via free-form email, On-Demand Email-to-Case is the recommended solution. On-Demand Email-to-Case processes emails and attachments without requiring an email server, and is suitable for the specified volume and attachment size requirements, ensuring efficient case creation from customer emails.

質問 # 177

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いろいろな人はSalesforceのService-Con-201試験が難しいと言うかもしれませんが、我々Fast2testはSalesforceのService-Con-201試験に合格するのは易しいと言いたいです。我々実力が強いITチームの提供するSalesforceのService-Con-201ソフトはあなたに満足させることができます。あなたは我々のSalesforceのService-Con-201ソフト

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