

Service-Con-201考試題庫-專業的Service-Con-201認證題學習資料



BONUS!!! 免費下載KaoGuTi Service-Con-201考試題庫的完整版: <https://drive.google.com/open?id=1sM2M58rNxvB4V1dkcqWpLY5u98I-ljQIK>

KaoGuTi提供的資料是KaoGuTi擁有超過10年經驗的Salesforce精英通過研究與實踐而得到的。KaoGuTi有你們需要的最新最準確的考試資料。KaoGuTi正是為了你們的成功而存在的，選擇KaoGuTi就等於選擇成功。如果想順利通過Service-Con-201考試，KaoGuTi是你不二的選擇。

要想通過Salesforce Service-Con-201認證考試，選擇相應的訓練工具是非常有必要的。而關於Salesforce Service-Con-201認證考試的研究材料是很重要的一部分，我們的KaoGuTi能很好很快地提供關於通過Salesforce Service-Con-201認證考試的研究材料。我們的KaoGuTi的IT專家都很有經驗，他們的研究材料和你考試的考題十分接近的，幾乎一模一樣。KaoGuTi是一個專門為要參加認證考試的人提供便利的網站，能有效的幫助考生通過考試。

>> Service-Con-201考題資訊 <<

高效的Salesforce Service-Con-201考題資訊是行業領先材料& 驗證有效的Service-Con-201參考資料

在現在這個人才濟濟的社會裏，還是有很多行業是缺乏人才的，比如IT行業就相當缺乏技術性的人才。而Salesforce Service-Con-201 認證考試就是個檢驗IT技術的認證考試之一。KaoGuTi是一個給你培訓Salesforce Service-Con-201 認證考試相關技術知識的網站。

Salesforce Service-Con-201 考試大綱：

主題	簡介
主題 1	<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.
主題 2	<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 agentic service capabilities.
主題 3	<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.
主題 4	<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.

主題 5	<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.
主題 6	<ul style="list-style-type: none"> • Knowledge Management: This domain covers Knowledge article lifecycle, Knowledge Centered Service methodology, and configuring Salesforce Knowledge for agent support and self-service processes.
主題 7	<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.

最新的 Salesforce Consultant Service-Con-201 免費考試真題 (Q148-Q153):

問題 #148

What should a consultant recommend to ensure chat requests contain sufficient information for service agents to respond effectively?

- A. Customize the Lightning Console chat page.
- **B. Customize the pre-chat form.**
- C. Customize Intents using Einstein Chatbots.

答案: B

解題說明:

Customizing the pre-chat form allows for the collection of sufficient information from customers before a chat session begins. This ensures that service agents have the context and details needed to respond effectively, improving the efficiency and quality of chat interactions.

問題 #149

A growing retail company wants to modernize its legacy on-premises contact center, which is costly, hard to scale, and lacks support for new digital channels. The company wants to reduce overhead, scale easily during seasonal spikes, and give service reps real-time customer insights.

What should a Service Cloud Consultant recommend?

- A. Extend legacy systems using Omni-Channel, Live Agent, and a third-party CTI to add new digital channels over time.
- B. Build a custom Experience Cloud solution and integrate with external telephony providers using APIs.
- **C. Deploy Salesforce Contact Center with Amazon Connect to unify voice, chat, and case management in the cloud with real-time insights.**

答案: C

解題說明:

Salesforce Contact Center, powered by Amazon Connect, is Salesforce's recommended solution for modernizing legacy on-premises contact centers. It provides:

Cloud-based voice and digital channel integration directly within Service Cloud.

Scalability to handle seasonal demand spikes.

Real-time insights through integration with Service Cloud Voice, Data Cloud, and Einstein Conversation Insights.

Option A requires significant custom development and lacks unified voice-data insights.

Option C prolongs reliance on legacy systems, contradicting the modernization goal.

Referenced Salesforce Materials:

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

Salesforce Spring '24 Release Notes - Service Cloud Voice and Salesforce Contact Center Enhancements.

Salesforce Help: "Deploy Salesforce Contact Center with Amazon Connect".

問題 #150

In which of the following scenarios should a consultant use a Screen Flow?

- A. Transfer a call to another support rep within the Service Console.

- B. Provide decision-based troubleshooting steps for support reps.
- C. Redirect a support rep to a Knowledge article during case creation.

答案： B

解題說明：

Screen Flows are used in Salesforce to guide users through interactive, decision-based processes. For example, a Screen Flow can present troubleshooting questions and next steps to support reps, dynamically adapting based on responses. This allows for consistent issue resolution and knowledge capture.

Option B (call transfer) is handled through Omni-Channel or CTI features, not Flow.

Option C (redirecting to Knowledge) can be done with console components or Einstein Article Recommendations, not a Screen Flow.

Referenced Salesforce Materials:

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

Salesforce Help: "Use Screen Flows for Guided Troubleshooting and Agent Assistance." Salesforce Trailhead: "Build Guided Service Flows."

問題 #151

At Universal Containers, support reps need to verify that customers are eligible to receive support when they create the case. Where can a support rep verify that a customer is allowed to receive support?

- A. Actions
- B. Milestones
- C. Entitlements

答案： C

解題說明：

Entitlements define what kind of support a customer is eligible to receive—such as response times, number of cases, or service hours—based on their service contract or account. Support reps can view entitlements directly on the case to confirm eligibility before proceeding.

Option A (Milestones) are time-based SLA targets within entitlements but not eligibility tools.

Option B (Actions) are automation elements, not entitlement validation mechanisms.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Case Management Domain.

Salesforce Help: "Verify Support Eligibility Using Entitlements."

Salesforce Winter '23 Release Notes - Entitlement Management Enhancements.

問題 #152

Using the Lightning Service Console, how can a contact center manager see which service reps are currently available to accept new cases?

- A. Omni-Channel Utility component
- B. Omni-Channel Supervisor tab
- C. Omni-Channel Analytics

答案： B

解題說明：

The Omni-Channel Supervisor tab provides real-time visibility into agent presence, capacity, and workload within the Lightning Service Console. Managers can view which agents are available, their online duration, and how many work items they are handling. This tool is essential for real-time workforce management and case distribution visibility.

Option A (Omni-Channel Utility) is for agents to manage their own status, not for managerial monitoring.

Option B (Omni-Channel Analytics) offers historical insights, not live agent availability.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Monitor Agents in Real Time with the Omni-Channel Supervisor Tab".

Salesforce Winter '23 Release Notes - Omni-Supervisor Enhancements.

問題 #153

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KaoGuTi的Service-Con-201考古題有著讓你難以置信的命中率。這個考古題包含實際考試中可能出現的一切問題。因此，只要你好好學習這個考古題，通過Service-Con-201考試就會非常容易。作為Salesforce的一項重要的考試，Service-Con-201考試的認證資格可以給你帶來很大的好處。所以你絕對不能因為失去這次可以成功通過考試的機會。KaoGuTi承諾如果考試失敗就全額退款。為了你能順利通過Service-Con-201考試，趕緊去KaoGuTi的網站瞭解更多的資訊吧。

Service-Con-201參考資料: https://www.kaoguti.com/Service-Con-201_exam-pdf.html

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