

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.

>> Service-Con-201 Exam Fragen <<

Service-Con-201 Trainingsunterlagen - Service-Con-201 Prüfungsvorbereitung

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Salesforce Certified Service Cloud Consultant Service-Con-201 Prüfungsfragen mit Lösungen (Q30-Q35):

30. Frage

Ursa Major Solar's support department would like to implement a process to ensure customers receive the appropriate support based on their service-level agreements (SLAs).

Which feature should the consultant configure as part of the implementation?

- **A. Milestones**
- B. Scheduled Flow Action
- C. Escalation Rule

Antwort: A

Begründung:

Milestones are key components of Entitlement Management in Service Cloud that define SLA-based time targets (e.g., First Response or Resolution Time) on cases. Milestones track whether SLAs are met and can trigger alerts or actions when time thresholds are reached.

Option B (Escalation Rule) routes cases based on conditions but doesn't enforce SLA timing.

Option C (Scheduled Flow Action) can automate reminders but isn't designed for SLA tracking.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Case Management Domain.

Salesforce Help: "Set Up Milestones and Entitlements to Enforce SLAs."

Salesforce Winter '23 Release Notes - Entitlement Management Enhancements.

31. Frage

Universal Containers is implementing Service Cloud Voice with Amazon Connect. The administrator created a new sandbox for testing.

What should the administrator expect with regard to the new sandbox configurations?

- A. The AWS Account, contact centers, and voice call data are copied automatically when the sandbox is created.
- B. The AWS Account and contact centers are copied automatically when the sandbox is created, but voice call data is not.
- **C. A new AWS Account is automatically created, but the contact center and voice call data are not copied into the new sandbox.**

Antwort: C

Begründung:

When a new sandbox is created in an org that uses Service Cloud Voice with Amazon Connect, the AWS account and contact center configuration are not copied from production to the sandbox. Each sandbox environment requires its own AWS account and separate Amazon Connect contact center setup.

This ensures data segregation and security between production and test environments. Voice call data, transcripts, and recordings also do not transfer automatically.

Option A is incorrect because Salesforce does not replicate AWS configurations when sandboxes are created.

Option C is incorrect because neither AWS configurations nor data are copied between environments.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Service Cloud Voice with Amazon Connect Sandbox Configuration." Salesforce Spring '24 Release Notes - Service Cloud Voice and Amazon Connect Integration Considerations.

32. Frage

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

Antwort: A

Begründung:

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.

33. Frage

Cloud Kicks is changing its case management system to Salesforce. All active accounts, contacts, and closed cases for the past 5 years need to be migrated to Salesforce for go-live.

Which approach should a consultant use for data migration?

- A. Plan, Prepare, Execute, Test, Validate
- B. Prepare, Plan, Test, Validate, Execute
- C. Plan, Prepare, Test, Execute, Validate

Antwort: C

Begründung:

For data migration to Salesforce, including active accounts, contacts, and historical cases, the recommended approach is to Plan, Prepare, Test, Execute, and Validate. This structured approach ensures thorough preparation, testing for accuracy, execution of the migration, and validation of the data post-migration, ensuring a smooth transition to Salesforce with accurate and complete data.

34. Frage

Universal Containers has a robust Knowledge Base with several hundred articles. The management team has recently identified 15 knowledge articles that contain confidential product information and should only be visible to internal support reps.

Which system configuration should the consultant recommend to ensure these 15 articles have been properly secured?

- A. Disable the "Use Standard Salesforce Sharing" Knowledge Settings attribute.
- B. Change the visibility settings for these articles to only "Visible In Internal App".
- C. Change the Sharing Settings for Knowledge from "Public Read Only" to "Private".

Antwort: B

Begründung:

In Salesforce Knowledge, each article record includes visibility settings that determine where it can be accessed - for example,

<https://drive.google.com/open?id=1pcxpgFINfunfQdC1xVULD9XxI1m7-Nv>