Service-Con-201試験の準備方法｜最高のService-Con-201日本語版試験｜実際的なSalesforce Certified Service Cloud Consultant試験番号

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>> Service-Con-201日本語版 <<

Service-Con-201試験番号 & Service-Con-201日本語版問題集

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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	• Contact Center Analytics: This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.
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.
トピック 6	• Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.
トピック 7	• 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.

Salesforce Certified Service Cloud Consultant 認定 Service-Con-201 試験問題 (Q82-Q87):

質問 #82
Cloud Kicks uses Omni-Channel to route calls, chats, and cases to agents. The contact center manager wants to improve the team's ability to prioritize time-sensitive work while continuing to handle their long-running work.
Which feature should a consultant recommend?

- A. Skills-Based Routing
- B. Interruptible Capacity
- C. Secondary Routing Priority
- D. Omni-Channel Supervisor

正解：B

解説：
The feature that enables agents to handle both time-sensitive and long-running work effectively isInterruptible Capacity. This allows Omni-Channel to route urgent work items to agents even if they are already handling less critical tasks.
From the official Salesforce documentation:
"When agents handle both time-sensitive and long-running work, Omni-Channel can route time-critical work items so that customers receive faster response times. Define less pressing work items as interruptible so that Omni-Channel can route more urgent work to agents right away."
-Omni-Channel for Administrators
By configuring work items as interruptible, agents can be assigned high-priority tasks without delay, ensuring that urgent customer needs are addressed promptly while still managing ongoing work.

質問 #83
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. Use skills-based routing to transfer the conversation to the appropriate service rep.
- C. Add an instruction to the AI agent stating that any utterance of lost packages should trigger the escalation.

正解：C

解説：
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."

質問 # 84
Universal Containers is implementing Service Cloud to make the workflow more efficient and improve customer support.
When setting up Service Cloud, which aspect is crucial to ensure that service agents have access to the right customer information?

- A. Tailoring the objects to expose specific customer data
- B. Enhancing user profiles for customer services
- C. Optimizing the user interface for improved usability

正解：C

解説：
When setting up Service Cloud, optimizing the user interface for improved usability is crucial to ensure service agents have access to the right customer information. A well-designed UI enhances navigation and access to relevant data, enabling agents to resolve customer issues more efficiently and effectively, improving overall service quality and customer satisfaction.

質問 # 85
Cloud Kicks' service agents frequently receive requests for order updates. All order information is managed by a separate cloud-based enterprise resource planning (ERP) system.
Agents currently jump between applications to search for these details and have asked if this process can be improved.
Which approach should the consultant recommend to streamline the process?

- A. Create a dynamic action that launches the ERP system with a deep link to the order locator.
- B. Create a batch integration process that runs hourly to pull all order updates into Salesforce
- C. Use Salesforce Connect and External Objects to represent this information in Salesforce.

正解：C

解説：
To streamline the process for service agents seeking order updates from a separate ERP system, using Salesforce Connect to integrate External Objects is recommended. This approach allows real-time access to order information directly within Salesforce, eliminating the need to switch between applications and improving efficiency in handling customer requests.

質問 # 86
A consultant has been asked to advise Cloud Kicks (CK) on how to manage 5 years of case data so it is available to customers upon request.
Which feature will help CK users archive and access the case information from an External Object?

- A. Salesforce Case History Object
- B. Salesforce Big Object
- C. Salesforce connect

正解：C

解説：
Salesforce Big Objects are purpose-built to handle large volumes of data-ideal for archiving long-term historical records such as 5 years of case data. They store data natively within Salesforce while minimizing impact on standard object storage limits.
Big Objects support custom definitions and can be queried using Async SOQL for efficient data retrieval. This is well-suited for scenarios where data is infrequently accessed but must remain available for auditing or customer service inquiries. Unlike Salesforce Connect, which displays external data, Big Objects retain the data within Salesforce, which is key for compliance and availability needs.

質問＃87

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