

Service-Con-201テスト対策書、Service-Con-201合格内容



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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	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 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	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 5	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 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	Knowledge Management: This domain covers Knowledge article lifecycle, Knowledge Centered Service methodology, and configuring Salesforce Knowledge for agent support and self-service processes.

>> Service-Con-201テスト対策書 <<

完璧-便利なService-Con-201テスト対策書試験-試験の準備方法Service-

Con-201合格内容

難しいIT認証試験に受かることを選んだら、頑張って準備すべきです。JapancertのSalesforceのService-Con-201試験トレーニング資料はIT認証試験に受かる最高の資料で、手に入れたら成功への鍵を持つようになります。JapancertのSalesforceのService-Con-201試験トレーニング資料は信頼できるもので、100パーセントの合格率を保証します。

Salesforce Certified Service Cloud Consultant 認定 Service-Con-201 試験問題 (Q216-Q221):

質問 # 216

Cloud Kicks has a robust Service Cloud implementation for its customer service team. The software engineering team would like to track their projects within Salesforce.

Which solution should the consultant recommend?

- A. Create a new Case record type.
- B. Enable Feed Tracking.
- C. Install an AppExchange app.

正解: C

解説:

For the software engineering team at Cloud Kicks to track projects within Salesforce, an AppExchange app dedicated to project management would be the most suitable solution. These apps are designed to handle project tracking functionalities, including task assignments, progress tracking, and collaboration features, tailored to project management needs. This approach allows for a specialized tool that integrates with Salesforce, providing a seamless experience for the engineering team without repurposing or overextending the functionality of Service Cloud case management.

質問 # 217

The customer support team at Universal Containers (UC) has noticed a large increase in Case Resolution times recently. UC wants to use Einstein for Service to help service reps locate the relevant information more quickly.

Which feature should the consultant recommend?

- A. Einstein Reply Recommendations
- B. Einstein Article Recommendations
- C. Einstein Bots

正解: B

解説:

Einstein Article Recommendations leverages machine learning to suggest the most relevant Knowledge Articles to agents within the Service Console, based on the context of the case. This significantly reduces time spent searching for information and improves case resolution efficiency.

Option A (Einstein Bots) automates self-service, not internal agent assistance.

Option B (Einstein Reply Recommendations) suggests quick message responses, not article content.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Knowledge Management Domain.

Salesforce Help: "Set Up Einstein Article Recommendations."

Salesforce Winter '23 Release Notes - Einstein for Service Enhancements.

質問 # 218

How should a consultant configure a report that shows the average number of days that Cases stay open?

- A. Use the standard Case age field on the report.
- B. Create a report snapshot of the number of open Cases each day.
- C. Create a formula field on Case to calculate the average age.

正解: C

解説:

To report the average number of days that Cases stay open, creating a formula field on the Case object to calculate the age of each case is effective. This formula can calculate the difference between the case creation date and the current date (for open cases) or the closed date (for closed cases). A report can then aggregate this data to calculate the average age of cases, providing insights into case resolution times.

質問 # 219

A service agent is in a messaging session with a customer. The customer abruptly stops responding after 30 minutes. What should the agent do next?

- **A. End the messaging session with the customer.**
- B. Mark the messaging session as customer Inactive.
- C. Leave the messaging session with the customer open.

正解: A

解説:

In situations where a customer stops responding during a messaging session, it's practical for service agents to end the session after an appropriate wait time. This action helps in managing agent workload efficiently and ensures that resources are allocated to active engagements. Ending the session also allows for proper session management and reporting, contributing to accurate metrics on customer interactions.

質問 # 220

Cloud Kicks (CK) has created hundreds of Knowledge articles about its products. The articles have been attached to closed cases. A new product release will require changes to dozens of articles. After revising the articles, CK wants to ensure that a prior article version stays associated with the closed cases. What is the recommended method to meet the requirements?

- **A. Select the Flag as new version checkbox when publishing.**
- B. Use Smart Link to Article to select the prior version.
- C. Add "updated" to the name of the new article.

正解: A

解説:

To ensure that prior versions of Knowledge articles remain associated with closed cases after updates, selecting the "Flag as new version" checkbox when publishing the revised articles is recommended. This approach maintains the link between closed cases and the specific article versions referenced at the time, preserving the accuracy of historical case resolutions.

質問 # 221

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時間とお金の集まりより正しい方法がもっと大切です。SalesforceのService-Con-201試験のために勉強していますなら、Japancertの提供するSalesforceのService-Con-201試験ソフトはあなたの選びの最高です。我々の目的はあなたにSalesforceのService-Con-201試験に合格することだけです。試験に失敗したら、弊社は全額で返金します。我々の誠意を信じてください。あなたが順調に試験に合格するように。

Service-Con-201合格内容: <https://www.japancert.com/Service-Con-201.html>

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