

# Service-Con-201덤프공부, Service-Con-201인증시험공부자료



SALESFORCE MCC-  
201덤프시험덤프데모-  
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그 외, ITDumpsKR Service-Con-201 시험 문제집 일부가 지금은 무료입니다: <https://drive.google.com/open?id=1rdIwMNX-0ewJlple243gXGJZzarjZeZ>

만약 ITDumpsKR를 선택하였다면 여러분은 반은 성공한 것입니다. 여러분은 아주 빠르게 안전하게 또 쉽게 Salesforce Service-Con-201인증시험 자격증을 취득하실 수 있습니다. 우리 ITDumpsKR에서 제공되는 모든 덤프들은 모두 100%보장 도를 자랑하며 그리고 우리는 일년무료 업데이트를 제공합니다.

## Salesforce Service-Con-201 시험요강:

주제	소개
주제 1	<ul style="list-style-type: none"> <li>Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.</li> </ul>
주제 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
주제 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
주제 4	<ul style="list-style-type: none"> <li>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.</li> </ul>

>> Service-Con-201덤프공부 <<

## Service-Con-201덤프공부 100% 합격 보장 가능한 인증시험자료

IT인증시험문제는 수시로 변경됩니다. 이 점을 해결하기 위해 ITDumpsKR의 Salesforce인증 Service-Con-201덤프도 시험변경에 따라 업데이트하도록 최선을 다하고 있습니다. 시험문제 변경에 초점을 맞추어 업데이트를 진행한 후 업데이트된 Salesforce인증 Service-Con-201덤프를 1년간 무료로 업데이트서비스를 드립니다.

## 최신 Salesforce Consultant Service-Con-201 무료샘플문제 (Q282-Q287):

### 질문 # 282

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. Omni-Channel Supervisor
- **C. Interruptible Capacity**
- D. Secondary Routing Priority

**정답: C**

**설명:**

The feature that enables agents to handle both time-sensitive and long-running work effectively is Interruptible 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.

**질문 # 283**

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

**정답: B**

**설명:**

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.

**질문 # 284**

Service agents at Cloud Kicks frequently encounter duplicate cases from the same customers in different channels. Management would like to provide a method for service agents to handle duplicates and delete one of the cases. Which action should a consultant recommend?

- **A. Enable Case Merge.**
- B. Set up duplicate rules on Case.
- C. Create an autolaunched Flow,

**정답: A**

**설명:**

To address the issue of duplicate cases from the same customers in different channels, enabling the Case Merge feature is recommended. This allows service agents to easily identify and merge duplicate cases, ensuring a consolidated view of customer issues and preventing redundant work.

**질문 # 285**

Universal Containers wants to migrate articles from its in-house database as part of a new Lightning Knowledge implementation. Which factor should a consultant consider as part of the migration strategy?

- A. Convert any articles containing HTML into plain text before importing.
- **B. Ensure that each existing article type has a matching article record type.**

- C. Use a .csv file to migrate all article types at once.

정답: B

설명:

In Lightning Knowledge, each migrated legacy article type must map to a corresponding record type in Salesforce Knowledge. Record types define article layout, permissions, and categorization-essential for maintaining data integrity and content structure after migration.

Option A is incorrect because article data is typically migrated in stages, not all at once, to ensure mapping accuracy.

Option C is incorrect because HTML content is supported in Knowledge; converting it to plain text would remove formatting and valuable content structure.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Knowledge Management Domain.

Salesforce Help: "Migrate to Lightning Knowledge Using Record Types."

Salesforce Knowledge Implementation Guide - Article Migration Best Practices.

### 질문 # 286

Universal Containers (UC) is planning to use Service Cloud Messaging to send SMS messages to customers. Messages are always between 175 and 255 characters.

What should the consultant recommend that UC use for messaging?

- A. SMS Long Code
- B. SMS Short Code
- C. SMS Enhanced

정답: A

설명:

For sending SMS messages between 175 and 255 characters, using SMS Long Code is recommended. Long Codes are standard telephone numbers used for longer text message communications, suitable for more detailed SMS interactions with customers while providing a more personalized experience.

### 질문 # 287

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