

検証するService-Con-201試験勉強攻略 &合格スムーズ Service-Con-201対応受験 |有難いService-Con-201日本語版対策ガイド



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Salesforce Service-Con-201対応受験 & Service-Con-201日本語版対策ガイド

Service-Con-201認定試験の準備を完了したのですか。試験を目前に控え、自信満々と受験することができますか。もしまだ試験に合格する自信を持っていないなら、ここで最高の試験参考書を推奨します。ただ短時間の勉強で試験に合格できる最新のService-Con-201問題集が登場しました。この素晴らしい問題集はCertShikenによって提供されます。

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	<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.
トピック 2	<ul style="list-style-type: none">• 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 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.
トピック 4	<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.

Salesforce Certified Service Cloud Consultant 認定 Service-Con-201 試験問題 (Q219-Q224):

質問 # 219

Universal Containers' service operations manager needs a historical report detailing service rep performance for all service channels. The report must include Active Time, Handle Time, Speed To Answer, and any reasons provided when reps decline work items. Which solution should a Service Cloud Consultant recommend?

- A. Use the Omni Supervisor Service Reps tab.
- B. Configure the Wallboard tab to display Work Performance metrics.
- C. Build custom report type with 'Agent Work' as the primary object.

正解: C

解説:

The Agent Work object stores detailed data on agent interactions - including Active Time, Handle Time, Speed to Answer, and Decline Reasons - across multiple channels. Building a custom report type with Agent Work as the primary object enables historical and analytical reporting across Omni-Channel and Messaging.

Option A (Omni Supervisor) provides real-time monitoring, not historical data.

Option B (Wallboard) offers operational dashboards, not customizable analytics for historical insights.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.

Salesforce Help: "Report on Agent Work and Omni-Channel Performance."

Salesforce Winter '23 Release Notes - Agent Work Reporting Enhancements.

質問 # 220

Support is divided by product line at Universal Containers. Each product line has its own support reps, queue, articles, and record types. Support reps only work within their product line. To help standardize communications with customers, the support

administrator would like to implement quick texts. Quick texts are unique to each product line. How should the administrator ensure support reps only have access to quick texts for their specific product line?

- A. Set the organization-wide default to Private and create sharing rules to share them with roles.
- **B. Create a folder for each product line and share them with public groups.**
- C. Add a permission set for Read access to the appropriate product line.

正解: B

解説:

By creating a separate folder for quick texts for each product line and sharing these folders with respective public groups associated with each product line's support reps, Universal Containers can ensure that support reps have access only to the quick texts relevant to their product line. This approach maintains organized access control and supports standardization while catering to the unique needs of each product line.

質問 # 221

An Agentforce Service Agent needs to access and update Case records, retrieve information from Knowledge articles, and run flows to automate certain processes for unauthenticated customer sessions.

- A. Grant the AI agent user the "System Administrator" profile for maximum compatibility.
- B. Use Organization-Wide Sharing Defaults (OWD) and filters at the topic/action level.
- **C. Use the "New Agent User" option and use principle of least privilege to apply specific permissions.**

正解: C

解説:

Each Agentforce Service Agent operates through a dedicated agent user record in Salesforce, configured under the "New Agent User" option. The principle of least privilege should be applied-granting only the permissions needed for the AI agent to perform its defined actions, such as:

Reading/updating Case records,

Accessing Knowledge articles, and

Executing Flows relevant to its topics and actions.

This ensures secure access, especially when the AI interacts with unauthenticated sessions (e.g., guest users).

Option A is incomplete, as OWDs and filters don't manage AI user access directly.

Option C (System Administrator) violates security best practices by granting excessive permissions.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Agentforce Service Agent: Security and User Configuration Enhancements.

Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Set Up Agentforce Service Agent Users and Permissions."

質問 # 222

Universal Containers (UC) is ramping up its Knowledge program. UC has a robust analytics team that would like to report on trends in Knowledge Searching, User Activity, and Data Category Usage.

Which reporting solution should a consultant recommend?

- **A. Knowledge Base Reports and Dashboard Package Installation**
- B. Knowledge Dashboard Pack for CRM Analytics Installation
- C. Custom Report Types with Reports and Dashboards

正解: A

解説:

For Universal Containers to report on trends in Knowledge Searching, User Activity, and Data Category Usage, installing the Knowledge Base Reports and Dashboard package is recommended. This package provides pre-built reports and dashboards specifically designed for analyzing Knowledge usage and performance, enabling UC's analytics team to gain insights into Knowledge program effectiveness.

質問 # 223

Universal Containers wants to automate the process of case creation. While conducting a business process review, the consultant learned that customers sometimes upload digital pictures of the problem. Following best practices, which solution should a consultant recommend?

- A. Web-to-Case
- **B. Email-to-Case**
- C. AppExchange package

正解: B

解説:

For automating case creation and accommodating customers who upload digital pictures, Email-to-Case is the best practice solution. It allows customers to send emails with attachments, which are automatically converted into cases, including the digital pictures, streamlining the case creation process and improving response times.

質問 # 224

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