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トピック 1	● 統合: この領域では、Service Cloudをサードパーティ製ソリューションや外部データソースに接続するための統合ユースケースと考慮事項について説明します。
トピック 2	● インテークおよびインタラクシオンチャネル: この領域では、インテークチャネルの設計、インタラクシオンチャネルの推奨、構成のベストプラクティスの理解、AIエージェントおよびエージェントサービス機能の実装について扱います。

トピック 3	ケース管理：この領域では、エンドツーエンドのケース管理ソリューションの設計、ケース回避戦略の実装、権限、マイルストーン、SLAの設定、およびService Cloudの自動化機能の理解について扱います。
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>> Service-Con-201 シミュレーション問題集 <<

Service-Con-201 リンク グローバル & Service-Con-201 資格講座

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Salesforce Certified Service Cloud Consultant 認定 Service-Con-201 試験問題 (Q185-Q190):

質問 # 185

Universal Containers (UC) is migrating from a legacy case management system to Salesforce. UC would like to retain the existing parent-child relationships between cases.
What should a consultant recommend?

- A. Migrate child cases first.
- **B. Migrate parent and child cases together.**
- C. Migrate parent cases first

正解: B

解説:

To retain existing parent-child relationships between cases when migrating to Salesforce, it is crucial to migrate parent and child cases together. This ensures that the hierarchical structure is preserved in Salesforce, maintaining the context and relationships essential for case management.

質問 # 186

Cloud Kicks (CK) uses Lightning Experience and Lightning Knowledge in its service center. CK wants an easy way for service agents to create new articles when closing a case. The new article should include appropriate details from the case to make it useful for others.
What is the recommended method to meet the requirements?

- A. Develop a globally-shared macro to create a new article.
- B. Use a trigger to automatically create a new article.
- **C. Create a Quick Action to map case fields to a new article**

正解: C

解説:

To facilitate easy creation of new articles by service agents when closing a case, a Quick Action can be configured to map relevant case fields directly to a new Knowledge article. This streamlines the process of capturing case resolutions as reusable knowledge, making it easily accessible for other agents and enhancing the overall efficiency of the service center.

質問 # 187

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,

正解: A

解説:

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.

質問 # 188

Universal Containers requires that users have the ability to view specific cases, as determined by the Product Type field on the case. When a case is created or closed, an email should be sent only to users who have access to the case. Which feature should a consultant recommend to meet these requirements?

- **A. Case teams**
- B. Case swarms
- C. Account teams

正解: A

解説:

Case teams in Salesforce allow for collaborative case management by enabling a group of users to work on cases together. By using case teams, Universal Containers can specify which users have access to cases based on the Product Type field. Additionally, workflow rules or process builders can be configured to send emails to case team members when a case is created or closed, ensuring that only those with access to the case are notified, thus meeting the requirements.

質問 # 189

Universal Containers has a well-defined support process for cases which includes the following statuses:

- * New
- * Assigned
- * In Progress
- * Waiting On Customer
- * Closed

The support manager has noticed an increase in the average age of a case and wants to understand how long a case is in each status. Which report type should the consultant consider when collecting data for the support manager?

- **A. Case History**
- B. Case Lifecycle
- C. Cases with Milestones

正解: A

解説:

For analyzing the duration cases spend in each status, the "Case History" report type is most suitable. This report tracks all changes made to a case, including status updates, providing a detailed timeline of a case's progression. This data enables the support manager to identify bottlenecks or stages where cases are delayed, facilitating targeted improvements in the support process.

質問 # 190

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