

# Salesforce Service-Con-201日本語練習問題 & Service-Con-201模擬対策問題



P.S. Pass4TestがGoogle Driveで共有している無料かつ新しいService-Con-201ダンプ: <https://drive.google.com/open?id=1u8xo9SztQHg7Jr43Scg7XSGH6o1WyCdb>

Service-Con-201認定資格を取得して、専門能力を高めてください。認定資格を取得すると、より良い仕事の機会とより高い給料を得ることができます。それでは、Service-Con-201試験トレーニングガイドから準備を始めましょう。Pass4Testが提供するService-Con-201実践PDFは、すべてのお客様に適した最新かつ有効なものです。無料デモは、特に購入前に無料でダウンロードして試してみることができます。Service-Con-201模擬試験ダンプから多くを取得し、Service-Con-201認定を簡単に取得できます。

## 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"><li>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。</li></ul>
トピック 2	<ul style="list-style-type: none"><li>業界知識: この分野では、コンタクトセンターの指標、KPIの理解、および顧客成果に関するリスク、メリット、ビジネス上の課題の評価について学びます。</li></ul>
トピック 3	<ul style="list-style-type: none"><li>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。</li></ul>
トピック 4	<ul style="list-style-type: none"><li>ナレッジマネジメント: この領域では、ナレッジ記事のライフサイクル、ナレッジ中心のサービス手法、およびエージェントサポートとセルフサービスプロセス向けにSalesforceナレッジを設定する方法について説明します。</li></ul>

>> Salesforce Service-Con-201日本語練習問題 <<

## 信頼的なService-Con-201日本語練習問題試験-試験の準備方法-効率的なService-Con-201模擬対策問題

多くの人々はSalesforceのService-Con-201試験に合格できるのは難しいことであると思っています。この悩みに対して、我々Pass4TestはSalesforceのService-Con-201試験に準備するあなたに専門的なヘルプを与えます。弊社のSalesforceのService-Con-201練習問題を利用したら、あなたは気楽に勉強するだけでなく、順調に試験に合

格します。

## Salesforce Certified Service Cloud Consultant 認定 Service-Con-201 試験問題 (Q132-Q137):

### 質問 # 132

The customer's 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 agents locate the relevant information more quickly.

Which feature should the consultant recommend?

- A. Einstein Reply Recommendations
- B. Einstein Bots 27: B is correct answer
- C. Einstein Article Recommendations

正解: C

解説:

To help agents locate relevant information more quickly and address the increase in case resolution times, recommending the use of Einstein Article Recommendations is appropriate. This feature uses AI to suggest relevant Knowledge articles to agents based on the case context, enhancing efficiency and accuracy in resolving customer queries.

### 質問 # 133

Universal Containers has tested Skills-Based Routing in a sandbox and is ready to deploy to production.

Which solution should a consultant use to deploy the Service Resources, Skills, and Routing?

- A. Data Loader
- B. Data Import Wizard
- C. Mass Transfer Records

正解: A

解説:

For deploying Service Resources, Skills, and Routing configurations from sandbox to production, using Data Loader is recommended. This tool allows for the bulk import, export, and update of data, making it suitable for transferring complex configurations related to Skills-Based Routing and associated records efficiently.

When migrating data such as Service Resources, Skills, and Routing configurations from sandbox to production, Data Loader is the appropriate tool. Unlike the Mass Transfer tool or the Data Import Wizard, Data Loader supports all standard and custom objects, including complex relationships like those used in Field Service and Omni-Channel routing.

The Data Import Wizard has limited object support and doesn't allow mapping of relationships such as those between skills and resources. Mass Transfer Records is not intended for configuration data migration.

Salesforce recommends using Data Loader to export/import configuration objects like:

ServiceResource

Skill

ServiceTerritoryMember

SkillRequirement

These objects are part of the skills-based routing setup and are well-supported in Data Loader operations.

### 質問 # 134

Cloud Kicks (CK) has rolled out a new Contact Center and is eager to understand the return on investment (ROI). CK has hired a Service Cloud Consultant to operationalize its reports. CK would like to understand the duration a case spends in each status.

- A. Cases with Milestones report
- B. Case Lifecycle report
- C. Cases with Historical Trending report

正解: B

解説:

The Case Lifecycle report is the correct Salesforce standard report type to track how long a case spends in each status. It measures

time spent in "New," "Working," "Waiting on Customer," and other statuses to evaluate process efficiency and ROI from contact center operations.

Option A (Historical Trending) tracks changes to specific numeric fields over time, not case status duration.

Option B (Milestones report) tracks SLA time progress for entitlement management, not workflow duration by status.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.

Salesforce Help: "Create a Case Lifecycle Report to Measure Time in Each Status." Salesforce Trailhead: "Analyze Case Lifecycle Data to Measure Contact Center Efficiency."

### 質問 # 135

Universal Containers wants to provide its resellers a secure portal where they can share their customer accounts, submit and track the status of their cases, and view reports and dashboards.

Which solution should a consultant recommend?

- A. Customer Experience site
- **B. Partner Experience site**
- C. Employee Community

正解: B

解説:

For providing resellers with a secure portal to share customer accounts, submit and track cases, and view reports, implementing a Partner Experience site is recommended. This solution offers a collaborative platform tailored for partners, enhancing communication, case management, and access to vital information, strengthening the partnership ecosystem.

### 質問 # 136

Universal Containers (UC) is launching an implementation of Service Cloud. The project is missing the requirement for a suitable analytics solution to allow executives and service managers to view the current and trending key performance indicators (KPIs).

Which recommendation should the Service Cloud Consultant make to help with this requirement?

- A. Migrate UC's legacy service analytics by building a new set of custom report types.
- B. Recommend that UC invest in Tableau Next to use service-related intelligent apps or accelerators.
- **C. Use Preconfigured Service Cloud Dashboards from AppExchange.**

正解: C

解説:

Preconfigured Service Cloud Dashboards available on AppExchange provide out-of-the-box KPI tracking for service operations—such as case volume, resolution times, SLA compliance, and agent productivity. These dashboards are optimized for Salesforce data and can be customized to fit organizational goals.

Option A (custom report types) is time-consuming and not necessary for standard KPIs.

Option B (Tableau) offers advanced analytics but is not required for standard Service Cloud reporting.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.

Salesforce AppExchange Listing: "Service & Support Dashboards."

Salesforce Help: "Use Prebuilt Dashboards for Service Insights."

### 質問 # 137

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人生はさまざまな試しがある、人生の頂点にかからないけど、刺激のない生活に変化をもたらします。あなたは我々社の提供する質の高いSalesforce Service-Con-201問題集を使用して、試験に参加します。もし無事にService-Con-201試験に合格したら、あなたはもっと自信になって、更なる勇気でやりたいことをしています。

Service-Con-201模擬対策問題: <https://www.pass4test.jp/Service-Con-201.html>

- 信頼的-権威のあるService-Con-201日本語練習問題試験-試験の準備方法Service-Con-201模擬対策問題 □ 今すぐ【 [www.passtest.jp](http://www.passtest.jp) 】を開き、【 Service-Con-201 】を検索して無料でダウンロードしてくださいService-

