

完美的Service-Cloud-Consultant證照資訊|高通過率的考試材料|高通過率的Service-Cloud-Consultant: Salesforce Certified Service cloud consultant



順便提一下，可以從雲存儲中下載Fast2test Service-Cloud-Consultant考試題庫的完整版：https://drive.google.com/open?id=10VQ9SCoFN2_IQ-C7x7n2VqgPLFbcnf5n

通過Service-Cloud-Consultant考試認證，如同通過其他世界知名認證，得到國際的承認及接受，Service-Cloud-Consultant考試認證也有其廣泛的IT認證，世界各地的人們都喜歡選擇Service-Cloud-Consultant考試認證，使自己的職業生涯更加強化與成功，在Fast2test，你可以選擇適合你學習能力的產品。

為了獲得Salesforce Service-Cloud-Consultant認證，候選人必須通過一個包含60個多項選擇題的考試，內容涵蓋與Service Cloud平台相關的各種主題，包括案例管理、聯繫中心管理、服務權益和合同、知識管理，以及協作和社區。該考試還會測試候選人根據特定的業務要求自定義和配置Service Cloud平台的能力。

>> Service-Cloud-Consultant證照資訊 <<

Service-Cloud-Consultant PDF - Service-Cloud-Consultant證照考試

目前，全球500強中的90%企業都在使用 Salesforce 公司的產品。Service-Cloud-Consultant 認證是全球專業認證各領域中的權威認證。在IT世界裡，擁有 Salesforce Service-Cloud-Consultant 認證已成為最合適的加更簡單的方法來達到成功。這意味著，考生應努力通過考試才能獲得認證。而 Fast2test 考題大師致力與為客戶提供 Service-Cloud-Consultant 認證的全真考題及認證學習資料，能夠幫助妳一次通過 Service-Cloud-Consultant 認證考試。

成為 Salesforce 認證的服務雲顧問，候選人需要通過一次多選題測驗，測驗包含 60 道題目，並持續 105 分鐘。測驗重點在於服務雲實施、服務控制台自定義、案例管理、知識管理、互動渠道和整合等各種主題。通過考試的候選人將獲得認證，被認為是 Salesforce 服務雲方面的專家，這將增強他們的職業前景，提升他們的信譽並擴大機會網絡。

Salesforce Service-Cloud-Consultant認證考試非常適合希望在服務和支持領域中提高職業生涯的個人。該認證受到使用Salesforce Technologies在其客戶服務運營中的組織的高度評價。該認證承認持有人在實施和管理服務雲解決方案方面的專業知識，這可以帶來更好的工作機會和更高的薪水。

最新的 Salesforce Service Cloud Consultant Service-Cloud-Consultant 免費考試真題 (Q207-Q212):

問題 #207

The call center manager at Universal Containers wants to generate daily reports to monitor agent productivity trends. Which primary object should a consultant select to create a new Omni-Channel report type?

- A. Agent Detail
- B. Agent Work

- C. Assigned Work

答案： B

解題說明：

To monitor agent productivity trends, creating a new report type based on the "Agent Work" object is recommended. This object captures detailed information about the work assigned to and completed by agents, enabling the generation of daily reports that provide insights into productivity trends and areas for improvement.

問題 #208

Which two capabilities of Lightning Knowledge ensure accurate content in Articles? Choose 2 answers

- A. Data Category to assign an article record type to a Reviewer.
- B. Approval Process that assigns an Article to a Reviewer Queue.
- C. Validation Rules for article record types to verify all fields during creation.
- D. Knowledge Action to Publish an Article once the Article is approved.

答案： A,B

問題 #209

What are three considerations when adding a report chart to a Console Component?

Choose 3 answers

- A. The report chart is added to the Page Layout.
- B. The report has a standard Report Type.
- C. The report contains a chart.
- D. The report is shared with a Chatter Group.
- E. The report is a Summary or Matrix report.

答案： A,C,E

解題說明：

These are three considerations when adding a report chart to a Console Component. The report must contain a chart that displays data in a graphical format. The report must be a Summary or Matrix report that groups data by rows and columns. The report chart must be added to the Page Layout of the object that the report is based on. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.console2_components_report_chart.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.reports_charts_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.reports_format_types.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.reports_charts_adding_layouts.htm&type=5

問題 #210

How can a Contact Center Manager see which Service Representatives have not accepted new Cases recently using the Lightning Service Console?

- A. Cases report sorted by Rep and Case CreatedDate
- B. Omni-Channel Supervisor tab
- C. Omni-Channel Utility Component
- D. Cases report sorted by Rep and Case Owner

答案： B

解題說明：

Explanation

The Omni-Channel Supervisor tab is a feature that allows managers to see which service representatives have not accepted new cases recently using the Lightning Service Console. It provides real-time data on the status, capacity, workload, and performance of agents and queues. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.omnichannel_supervisor_tab.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.omnichannel_supervisor_monitor_agents.htm&type=5

問題 #211

If a Case cannot be resolved after Tier 1 has performed their troubleshooting steps, the case must be escalated to Tier 2 support. Tier 2 has additional troubleshooting steps. How can a Consultant configure the Lightning Service Console to support this requirement?

- A. Define separate Record Types for Tier 1 and Tier 2
- B. Enable Omni-Channel Case assignment
- C. Implement Lightning Guided Engagement
- D. Configure a Visual Flow Troubleshooting Action

答案： C

解題說明：

Explanation

Lightning Guided Engagement is a feature that allows you to create and display interactive guides for agents in the Lightning Service Console. Lightning Guided Engagement uses flows to define the steps and logic for each guide, such as displaying prompts, collecting inputs, updating records, or branching based on conditions. You can then use the Engagement component to embed the guides in the Service Console and trigger them based on record criteria, such as case status, priority, or product. Lightning Guided Engagement can help you configure the Lightning Service Console to support different troubleshooting steps for Tier 1 and Tier 2 support by creating different guides for each tier and displaying them based on the case record type or owner.

Verified References: Service Cloud Consultant Certification Guide & Tips, Create Interactive Guides with Lightning Guided Engagement

問題 #212

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