

Service-Con-201 Vorbereitung, Service-Con-201 Fragenkatalog



Melden Sie sich an Salesforce Service-Con-201 Zertifizierungsprüfung an? Haben Sie vor zu vielen Prüfungsunterlagen Kopfschmerzen? Wir Zertpruefung können diese Probleme auflösen und wir sind die Website, an der Sie glauben können. Wenn Sie unsere Unterlagen zur Salesforce Service-Con-201 Prüfung benutzen, können Sie sehr leicht die Salesforce Service-Con-201 Prüfung bestehen. Sie sollen keine Zeit an den Unterlagen verschwenden, die vielleicht keinen Sinn haben. Probieren Sie bitte den Service von Zertpruefung.

Salesforce Service-Con-201 Prüfungsplan:

Thema	Einzelheiten
Thema 1	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.
Thema 2	Integrations: This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.
Thema 3	Implementation Strategies: This domain focuses on consulting engagement participation, deployment and training recommendations, and considerations for data migration, quality, governance, and large data volumes.
Thema 4	Knowledge Management: This domain covers Knowledge article lifecycle, Knowledge Centered Service methodology, and configuring Salesforce Knowledge for agent support and self-service processes.

>> Service-Con-201 Vorbereitung <<

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Wir Zertpruefung Team versteht völlig, dass das Vertrauen zwischen die Verkäufer und die Kunden nicht leicht zu erstellen ist. Wir präsentieren Sie die Fachlichkeit und hohe Effizienz mit Salesforce Service-Con-201 Prüfungssoftware, die von unserer Herzlichkeit erfüllt ist. Wir helfen Ihnen mit umfassenden Prüfungsaufgaben und ausführlichen Analysen, die Salesforce Service-Con-201 Prüfung zu bestehen. Wir bieten Sie die freundlichsten Kundendienst, um Ihre Vertrauen zu erwerben. Und das Zertifikat der Salesforce Service-Con-201, das Sie erwerben, ist die beste Anerkennung für uns.

Salesforce Certified Service Cloud Consultant Service-Con-201 Prüfungsfragen mit Lösungen (Q18-Q23):

18. Frage

A consultant has been asked to advise Cloud Kicks (CK) on how to manage 5 years of case data so it is available to customers upon request.

Which feature will help CK users archive and access the case information from an External Object?

- A. Salesforce Big Object
- B. Salesforce Case History Object
- C. Salesforce connect

Antwort: C

Begründung:

Salesforce Big Objects are purpose-built to handle large volumes of data-ideal for archiving long-term historical records such as 5 years of case data. They store data natively within Salesforce while minimizing impact on standard object storage limits.

Big Objects support custom definitions and can be queried using Async SOQL for efficient data retrieval. This is well-suited for scenarios where data is infrequently accessed but must remain available for auditing or customer service inquiries. Unlike Salesforce Connect, which displays external data, Big Objects retain the data within Salesforce, which is key for compliance and availability needs.

19. Frage

Cloud Kicks (CK) has created hundreds of Knowledge articles about its products. The articles have been attached to closed cases. A new product release will require changes to dozens of articles.

After revising the articles, CK wants to ensure that a prior article version stays associated with the closed cases.

What is the recommended method to meet the requirements?

- A. Use Smart Link to Article to select the prior version.
- B. Select the Flag as new version checkbox when publishing.
- C. Add "updated" to the name of the new article.

Antwort: B

Begründung:

To ensure that prior versions of Knowledge articles remain associated with closed cases after updates, selecting the "Flag as new version" checkbox when publishing the revised articles is recommended. This approach maintains the link between closed cases and the specific article versions referenced at the time, preserving the accuracy of historical case resolutions.

20. Frage

Agents at Universal Containers are required to update the Case Status to Waiting for Customer after they send an email to the Case Contact. Support managers are noticing that many agents are forgetting to perform this step.

What should a consultant recommend to address this problem?

- A. Create a Case Macro.
- B. Create a Validation Rule.
- C. Create an action on Case,

Antwort: A

Begründung:

To address the issue of agents forgetting to update the Case Status after sending an email, creating a Case Macro that automates the process of sending the email and updating the status is recommended. This ensures consistency in case management and adherence to support processes, enhancing service quality and managerial oversight.

21. Frage

An organization has requested guidance on how to delete customers' personal data when they are no longer associated with the company to stay compliant with global data protection and privacy regulations.

Which solution should the consultant recommend to meet the requirement?

- A. Search and remove all customer information, including records and in unindexed freetext fields, and refresh sandboxes to

ensure no data retention.

- B. Search for all customer information across environments and deactivate accounts or Experience Cloud users associated with the contact.
- C. Search for all customer information in production and manually edit the fields of each record to scramble the data so that it is no longer searchable

Antwort: A

Begründung:

To comply with global data protection and privacy regulations, the consultant should recommend systematically searching for and removing all customer personal data from production and sandbox environments. This includes data in records and unindexed free text fields, followed by refreshing sandboxes to eliminate any residual data, ensuring compliance and safeguarding customer privacy.

22. Frage

Cloud Kicks (CK) provides product support based on Service Contracts. A customer's Service Contract includes the same Service Level Agreement (SLA) for both Cases and Work Orders. CK would like an efficient method to manage the setup.

What is the recommended configuration to meet the requirements?

- A. Create a Flow to assign the entitlement process to the Work Order.
- B. Create separate entitlement processes for the Case and Work Order.
- C. Create a single entitlement process on both the Case and the Work Order.

Antwort: C

Begründung:

When both Cases and Work Orders share the same Service Level Agreement (SLA), Salesforce best practice is to create a single entitlement process and apply it to both objects. This ensures consistency, reduces maintenance, and simplifies SLA tracking.

The entitlement process can be configured once and then linked via Entitlement Templates or automation for both record types.

Option B (Flow) adds unnecessary complexity if both objects share identical milestones.

Option C (separate processes) would create redundant configurations for the same SLA terms.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Case Management Domain.

Salesforce Help: "Use Entitlement Processes with Cases and Work Orders." Salesforce Field Service and Service Cloud Integration Guide - Shared Entitlements Best Practices.

23. Frage

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Viele IT-Leute sind sich einig, dass Salesforce Service-Con-201 Zertifikat ein Sprungbrett zu dem Höhepunkt der IT-Branche ist. Deshalb kümmern sich viele IT-Experten um die Salesforce Service-Con-201 Zertifizierungsprüfung.

Service-Con-201 Fragenkatalog: https://www.zertpruefung.de/Service-Con-201_exam.html

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