

Service-Con-201熱門證照 - Service-Con-201熱門認證

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資料來源：104證照中心

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>> Service-Con-201熱門證照 <<

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如果你正在為如何通過Service-Con-201考試而煩惱，這是沒有必要，通過最新的考試要點來提供覆蓋率很廣的Salesforce Service-Con-201擬真試題，幫助考生做好充足的考前準備。Testpdf的目的在于如何提供可以確保考生通過認證的高品質題庫，我們的Service-Con-201考試練習題和答案準確性高，問題覆蓋面大，不斷的更新和整編出高通過率的Salesforce Service-Con-201題庫，這也是我們對所有的考生提供的保障。

Salesforce Service-Con-201 考試大綱：

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

最新的 Salesforce Consultant Service-Con-201 免費考試真題 (Q260-Q265):

問題 #260

Cloud Kicks (CK) uses Lightning Knowledge and has set up Data Categories. CK uses Data Category Visibility to control access based on products and geographic location. The admin plans to enable 'Use standard Salesforce sharing' in Sharing Settings under Knowledge Settings.

Which consideration should the admin be aware of when making this change?

- A. Data Categories no longer control access to articles.
- B. Data Category Visibility of All Categories provides Public Read-Only access.
- C. Data Category Visibility of Custom overrides organization-wide default sharing access.

答案：A

解題說明：

Upon enabling 'Use standard Salesforce sharing' in Knowledge Settings, it's crucial to understand that Data Category Visibility will no longer control access to articles. Instead, standard Salesforce sharing rules and permissions will govern article access, making it important to carefully configure these settings to maintain the desired level of access control and visibility based on the organization's requirements.

問題 #261

Cloud Kicks (CK) recently implemented Knowledge-Centered Support (KCS) to improve the expertise of its agents. The pilot focused on creating articles for the most common support topics. After the pilot, customer satisfaction has improved and average call time has decreased. To continue improving support key performance indicators (KPIs), CK wants to know where to focus its efforts next.

What should a consultant recommend that CK do next?

- A. Use the Search Activity Gaps dashboard component.
- B. Detach articles from cases to reset statistics.
- C. Allow agents to create and publish articles independently.

答案: A

解題說明:

To continue improving support KPIs after implementing Knowledge-Centered Support (KCS), utilizing the Search Activity Gaps dashboard component is recommended. This tool helps identify topics for which customers are searching but not finding satisfactory answers, guiding CK's efforts in creating new or updating existing articles to address these gaps and further enhance customer satisfaction and support efficiency.

問題 #262

Cloud Kicks uses Omni-Channel to route cases to service reps based on location. At times, certain locations are over capacity while other locations have available capacity. Managers would like the ability to respond to these situations.

What should a consultant recommend as a solution?

- A. Use Omni-Channel Skills-Based Routing to expedite case resolution.
- B. Use Omni Supervisor to change reps' queues.
- C. Configure an Overflow Assignee in Omni-Channel Routing.

答案: B

解題說明:

Omni-Supervisor allows service managers to monitor agent workload, queue utilization, and routing capacity in real time. Using Omni-Supervisor, managers can manually reassign work, adjust queue capacity, or redirect cases to other agents or queues when one location is over capacity.

This aligns with the Interaction Channels domain of the Service Cloud Consultant Guide, which highlights Omni-Supervisor as the recommended tool for real-time load balancing and operational adjustments.

Option A (Skills-Based Routing) improves matching efficiency but doesn't allow dynamic response to live capacity issues.

Option B (Overflow Assignee) routes unassigned cases to a single fallback user, not a scalable solution for multi-location capacity management.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Interaction Channels Domain (Omni-Channel and Supervisor capabilities).

Salesforce Help: "Monitor and Manage Agents with Omni-Supervisor".

Salesforce Winter '23 Release Notes - Omni-Channel Enhancements (real-time monitoring and manual reassignment).

問題 #263

Universal Containers (UC) wants to improve case management by assigning cases to agents based on their relevant product specialization. UC also wants to automatically assign agents to the next case to evenly distribute the case workload.

Which Omni-Channel feature meets the requirements?

- A. Use Most Cases Closed report.
- B. Use the agents' Presence Status.
- C. Use the most available routing model.

答案: C

解題說明:

To assign cases based on agents' product specialization and ensure even distribution of case workload, using Omni-Channel's "Most Available" routing model is suitable. This model assigns work based on agents' capacity and specialization, balancing the workload among agents while ensuring cases are matched with the appropriate expertise.

問題 #264

Universal Containers (UC) is coaching new service agents to improve their productivity and service quality. The agents must understand how to intake a case, mark the required fields for product issues, how to wrap up a case, and how to escalate a case. Which solution should the consultant advise that service supervisors use to meet these requirements?

- A. Place a flow in a Flow component on the case record. Add a custom field to the flow for tracking progress. Create a custom report type for providing the metric.
- **B. Set up steps with flows in an Actions & Recommendations deployment. Add the component to the service agent record page. Use Action History to spot check adherence.**
- C. Create an Omni-Flow for routing. Use a Screen Pop that serves a flow and the interaction record for the service agent. Report on the Average Handle Time and CSAT.

答案： B

解題說明：

Comprehensive and Detailed

Actions & Recommendations in Salesforce allows for the creation of guided processes for agents, ensuring consistency and adherence to best practices. By setting up steps with flows in an Actions & Recommendations deployment, supervisors can provide structured guidance to agents on case intake, field completion, case wrap-up, and escalation procedures. The Action History feature enables supervisors to monitor adherence to these processes.

From Salesforce Help:

"Use the Actions & Recommendations component to walk users through multiple-step procedures, ensuring consistency and adherence to best practices."

-Use the List in the Actions & Recommendations Component

This approach provides a scalable and trackable method for training and guiding new service agents.

問題 #265

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