

頂尖的最新Service-Con-201考證|第一次嘗試輕鬆學習並通過考試，最新更新的Service-Con-201: Salesforce Certified Service Cloud Consultant



P.S. KaoGuTi在Google Drive上分享了免費的2026 Salesforce Service-Con-201考試題庫：<https://drive.google.com/open?id=1sM2M58rNxB4V1dkcqWpLY5u98I-IjQIK>

在如今互聯網如此發達社會裏，選擇線上培訓已經是很普遍的現象。KaoGuTi就是眾多線上培訓網站之一。KaoGuTi的線上培訓有著多年的經驗，可以為參加Salesforce Service-Con-201 認證考試的考生提供高品質的學習資料，來能滿足考生的所有需求。

Salesforce Service-Con-201 考試大綱：

主題	簡介
主題 1	<ul style="list-style-type: none">• Integrations:
主題 8	<ul style="list-style-type: none">• This domain involves designing solutions that balance capabilities, limitations, and trade-offs for service reps and customers while meeting data security and compliance requirements.
主題 10	<ul style="list-style-type: none">• This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.
主題 11	<ul style="list-style-type: none">• This domain addresses designing intake channels, recommending interaction channels, understanding configuration best practices, and implementing AI agents and agentic service capabilities.
主題 12	<ul style="list-style-type: none">• This domain focuses on consulting engagement participation, deployment and training recommendations, and considerations for data migration, quality, governance, and large data volumes.
主題 15	<ul style="list-style-type: none">• This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.

主題 16	<ul style="list-style-type: none"> This domain covers designing end-to-end case management solutions, implementing case deflection strategies, configuring entitlements, milestones, SLAs, and understanding Service Cloud automation capabilities.
主題 18	<ul style="list-style-type: none"> Intake and Interaction Channels:
主題 19	<ul style="list-style-type: none"> This domain focuses on developing reports and dashboards to deliver relevant analytical information to contact center stakeholders.
主題 20	<ul style="list-style-type: none"> Case Management:
主題 22	<ul style="list-style-type: none"> Industry Knowledge:

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我們KaoGuTi Salesforce的Service-Con-201考試培訓資料給所有需要的人帶來最大的成功率，通過微軟的Service-Con-201考試是一個具有挑戰性的認證考試。現在除了書籍，互聯網被認為是一個知識的寶庫，在KaoGuTi你也可以找到屬於你的知識寶庫，這將是一個對你有很大幫助的網站，你會遇到複雜的測試方面的試題，我們KaoGuTi可以幫助你輕鬆的通過考試，它涵蓋了所有必要的知識Salesforce的Service-Con-201考試。

最新的 Salesforce Consultant Service-Con-201 免費考試真題 (Q116-Q121):

問題 #116

The Universal Containers (UC) customer support organization has implemented Knowledge-Centered Support (KCS) in its call center. However, the call center management thinks that agents should contribute new Knowledge articles more often. What should UC do to address this situation?

- A. Measure and reward agents based on the number of new articles submitted for approval.
- B. Require agents to check a box on the case when submitting a new suggested article.
- C. Measure and reward agents based on the number of new articles approved for publication.

答案： C

解題說明：

To encourage agents to contribute more frequently to the Knowledge base, implementing a system to measure and reward agents based on the number of their articles approved for publication is recommended. This incentivizes quality contributions and ensures that new content meets the organization's standards before being added to the Knowledge base.

問題 #117

Universal Containers has implemented a call-based response system. The call wait time has become too long, and customer service is being affected. Management would like to find a way to reduce customers' wait times and enable agents to handle more inquiries at a time.

Which feature should a consultant recommend?

- A. Salesforce Messaging
- B. Einstein Service Replies
- C. Case Auto-Response Rule

答案： B

解題說明：

Comprehensive and Detailed

Einstein Service Repliesutilizes generative AI to draft and recommend relevant replies to service representatives during chat or

messaging sessions, or for case emails. By providing AI-generated responses, agents can handle inquiries more efficiently, reducing customer wait times and increasing the number of inquiries managed simultaneously.

From Salesforce Help:

"Use Einstein generative AI with Service Replies to draft and recommend relevant replies to service reps during chat or messaging sessions, or for case emails."

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Implementing Einstein Service Replies can significantly enhance agent productivity by streamlining the response process, thereby addressing the issue of long call wait times.

問題 #118

Universal Containers (UC) is implementing Service Cloud within its North America call center to validate key use cases, system capabilities, and integration patterns. The UC leadership team is concerned that the upcoming Salesforce Release schedule may impact the implementation project's development efforts.

What should a Service Cloud Consultant recommend that UC's Salesforce Admin do in this scenario?

- A. Conduct testing in a preview sandbox so the team can adjust features that will be affected by the release.
- B. Disable updates to the sandbox so the team can continue using the solution without the updates from the release.
- C. Postpone the release to the production org so the team can finish the project before the release is deployed.

答案: A

解題說明:

The best practice during Salesforce's triannual release cycle is to use a preview sandbox to test upcoming release features and identify any impact on in-progress implementations. This ensures:

Early identification of compatibility issues,

Validation of integrations and customizations, and

Smoother deployment after general availability.

Option A is not possible-Salesforce-managed releases cannot be postponed.

Option B is also not possible-sandbox updates follow Salesforce's automatic release schedule.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Implementation Strategies Domain.

Salesforce Help: "Use Preview Sandboxes to Test New Release Features."

Salesforce Release Management Guide - Sandbox Testing Strategy.

問題 #119

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.

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

答案: A

解題說明:

Quick Actions in Lightning Experience allow admins to configure guided flows or prefilled forms that map case data to a new Knowledge Article. This is a standard and recommended approach to help service reps efficiently publish helpful content during case closure.

Option A (trigger) would require custom development and is unnecessary for this standard use case.

Option B (macro) automates console actions but cannot create Knowledge articles with mapped case data.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Knowledge Management Domain.

Salesforce Help: "Create Knowledge Articles from Cases Using Quick Actions." Salesforce Spring '24 Release Notes - Lightning Knowledge Authoring Enhancements.

問題 #120

Universal Containers (UC) plans to implement a chatbot within its healthcare division to increase case deflection, reduce wait times, and save agents time so they can work on more complex issues.

The UC stakeholder has raised a risk about the Health Insurance Portability and Accountability Act (HIPAA) and other common compliance standards when using chatbots.

What should a consultant do to address the risk?

- A. Create a bot in the production org and use the information captured in Conversation Logs to confirm that no healthcare data was discussed.
- B. Conduct a discovery session with the stakeholder to ensure the voice and tone of the bot meet the required healthcare compliance standards.
- C. Share Information about bot security, availability, and confidentiality of healthcare data found on Salesforce Trust and Einstein Platform Compliance.

答案： C

解題說明：

To address concerns about compliance with HIPAA and other standards when using chatbots, sharing detailed information on bot security, data availability, and confidentiality from Salesforce Trust and Einstein Platform Compliance resources is recommended. This reassures stakeholders of the measures in place to protect sensitive healthcare data and maintain compliance.

When implementing chatbots in healthcare or other regulated industries, compliance with standards like HIPAA is critical. Salesforce Einstein Bots are part of the Salesforce Platform, which supports compliance certifications including HIPAA, SOC 2, ISO 27001, and more.

Salesforce Trust and Compliance documentation offers verified, detailed information on:

Data encryption

Audit trails

Security and confidentiality of interactions

HIPAA alignment for healthcare data

This ensures the stakeholder receives clear, authoritative details that directly address risk. Option B is the only one that provides formal assurance tied to platform compliance capabilities.

問題 #121

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如果你想購買Salesforce的Service-Con-201學習指南線上服務，那麼我們KaoGuTi是領先用於此目的的網站之一，本站提供最好的品質和最新的培訓資料，我們網站所提供成的所有的學習資料及其它的培訓資料都是符合成本效益的，可以在網站上享受一年的免費更新設施，所以這些培訓產品如果沒有幫助你通過考試，我們將保證退還全部購買費用。

Service-Con-201權威考題：https://www.kaoguti.com/Service-Con-201_exam-pdf.html

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