

# Service-Con-201 aktueller Test, Test VCE-Dumps für Salesforce Certified Service Cloud Consultant



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Unser It-Prüfung stellt Ihnen die besten Fragen und Antworten zur Salesforce Service-Con-201 Zertifizierungsprüfung zur Verfügung und führt Ihnen schrittweise zum Erfolg. Die Schulungsunterlagen zur Salesforce Service-Con-201 Zertifizierungsprüfung von It-Prüfung werden Ihnen eine reale Prüfungsvorbereitung bieten. Sie sind ganz zielgerichtet. Sie werden sicher ein IT-Expert werden. Unsere Salesforce Service-Con-201 Schulungsunterlagen sind Ihnen am geeignetsten. Tragen Sie doch in unserer Website ein. Sie werden sicher etwas Unerwartetes bekommen.

## Salesforce Service-Con-201 Prüfungsplan:

| Thema   | Einzelheiten   |
|---------|--|
| Thema 1 | <ul style="list-style-type: none"><li>• <b>Case Management:</b> This domain covers designing end-to-end case management solutions, implementing case deflection strategies, configuring entitlements, milestones, SLAs, and understanding Service Cloud automation capabilities.</li></ul> |
| Thema 2 | <ul style="list-style-type: none"><li>• <b>Integrations:</b> This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.</li></ul>  |
| Thema 3 | <ul style="list-style-type: none"><li>• <b>Implementation Strategies:</b> This domain focuses on consulting engagement participation, deployment and training recommendations, and considerations for data migration, quality, governance, and large data volumes.</li></ul>               |
| Thema 4 | <ul style="list-style-type: none"><li>• <b>Intake and Interaction Channels:</b> This domain addresses designing intake channels, recommending interaction channels, understanding configuration best practices, and implementing AI agents and agentic service capabilities.</li></ul>     |

## Sie können so einfach wie möglich - Service-Con-201 bestehen!

Wenn Sie sich für die Schulungsprogramme zur Salesforce Service-Con-201 Zertifizierungsprüfung interessieren, können Sie im Internet teilweise die Demo zur Salesforce Service-Con-201 Zertifizierungsprüfung kostenlos als Probe herunterladen. Wir werden den Kunden einen einjährigen kostenlosen Update-Service bieten.

### Salesforce Certified Service Cloud Consultant Service-Con-201 Prüfungsfragen mit Lösungen (Q229-Q234):

#### 229. Frage

Cloud Kicks support agents are getting too many emails due to case ownership changes. What should the admin recommend to solve the issue?

- A. Instruct users to uncheck the "Send notification email" checkbox when changing the owner.
- **B. Uncheck the "Notify Case Owners when Case Ownership Changes" checkbox in Support Settings.**
- C. Create a screen flow to change the case owner and bypass the new ownership email.

#### Antwort: B

##### Begründung:

Comprehensive and Detailed

To reduce the volume of email notifications sent to support agents when case ownership changes, administrators can modify the Support Settings in Salesforce.

From the official Salesforce Help documentation:

"Select Cases. Select Support Settings. Deselect the Notify Case Owners when Case Ownership Changes checkbox to disable email notifications."

-Salesforce Help

By unchecking this setting, Salesforce will no longer automatically send email notifications to agents upon changes in case ownership, thereby reducing email clutter and allowing agents to focus on more critical communications.

#### 230. Frage

Universal Containers wants to develop a new Case Management solution. The end-to-end solution will include integrations with third-party systems.

Following best practices, which development and deployment path should a consultant recommend?

- A. Develop in one sandbox, complete quality assurance in a different sandbox, and then perform user acceptance and integration testing in production.
- B. Develop and test Salesforce functionality in one sandbox, and then rebuild the functionality in production.
- **C. Set up separate sandboxes for development, quality assurance, and user acceptance testing, and then move the features to production.**

#### Antwort: C

##### Begründung:

Following best practices for developing a new Case Management solution that includes third-party integrations, it's advisable to use separate sandboxes for different stages of development. This approach allows for isolated environments to develop, test, and validate features before deployment to production, minimizing risks and ensuring that new functionalities meet user requirements and work as expected in an integrated ecosystem.

#### 231. Frage

Cloud Kicks' customers use a proprietary ecommerce site to order customized shoes. While the shoes are being made, customers want to check their order status frequently.

Which method should the consultant recommend to provide automated self-service on an ecommerce site?

- A. Build a Screen Flow.

- **B. Create an Einstein Bot.**
- C. Configure a Visual Remote Assistant.

**Antwort: B**

Begründung:

To provide automated self-service on an ecommerce site for customers to check order status, creating an Einstein Bot is recommended. Einstein Bots can be integrated into websites and configured to provide real-time, automated responses to common customer inquiries, such as order status updates, enhancing the customer experience by providing instant access to information without human intervention.

### 232. Frage

Which feature should a consultant recommend to prompt a Tier 2 service representative to take over case processing from Tier 1 and know how far Tier 1 had progressed in troubleshooting?

- A. Escalation Rules
- **B. Path for Cases**
- C. Einstein Next Best Action

**Antwort: B**

Begründung:

To assist a Tier 2 service representative in taking over case processing from Tier 1 and understanding the troubleshooting progress, "Path for Cases" is recommended. Path visually guides agents through the different stages of a case, providing them with the necessary context and guidance at each step. This feature helps in streamlining the handover process and ensures that Tier 2 representatives are immediately aware of the actions taken by Tier 1, enhancing efficiency and case resolution times.

### 233. Frage

A consultant is working on a Service Cloud implementation with a fixed budget and timeline. Additional requirements were discovered early on that will result in the project exceeding timeline and budget constraints.

What is the first step the consultant should take to address the issue?

- A. Incorporate the additional requirements into the project scope and continue with the original project schedule.
- B. Send a change order to the client to account for the additional budget requirements.
- **C. Document the gap in requirements and discuss the schedule and budget impact with the project team.**

**Antwort: C**

Begründung:

Comprehensive and Detailed

When additional requirements are identified that may impact the project's scope, timeline, or budget, the first step is to document these gaps and discuss their implications with the project team. This collaborative approach ensures that all stakeholders are aware of the potential impacts and can make informed decisions on how to proceed.

From Salesforce's best practices:

"When additional requirements are discovered that will result in the project exceeding timeline and budget constraints, the first step is to document the gap in requirements and discuss the schedule and budget impact with the project team."

-Salesforce Trailblazer Community

This approach allows for a transparent assessment and facilitates the development of a plan to address the new requirements, which may include reprioritizing tasks, adjusting timelines, or negotiating additional resources.

### 234. Frage

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Wir sind der Schnellste, der das Salesforce Service-Con-201 Zertifikat erhält; wir sind noch der höchste, der Ihre Interessen schützt. Wir sind It-Prüfung. It-Prüfung kann Ihnen versprechen, dass die Testaufgaben von Salesforce Service-Con-201 Zertifizierungsprüfung 100% richtig und ganz umfassend sind. Nachdem Sie die Testfragen zur Salesforce Service-Con-201 Zertifizierung gekauft haben, werden Sie kostenlos die einjährige Aktualisierung genießen.

