

하는건 제일 현명한 선택입니다. 시험에서 떨어지면 덤프비용 전액을 환불처리해드리고 Salesforce인증 Service-Cloud-Consultant 시험이 바뀌면 덤프도 업데이트하여 고객님의 최신버전을 발송해드립니다. Salesforce인증 Service-Cloud-Consultant 덤프뿐만 아니라 IT인증시험에 관한 모든 덤프를 제공해드립니다.

최신 Salesforce Service Cloud Consultant Service-Cloud-Consultant 무료샘플문제 (Q273-Q278):

질문 # 273

Universal Containers is migrating from Classic Knowledge to Lightning Knowledge using the Lightning Knowledge Migration Tool and noticed that none of the Article file attachments were migrated. How can a Consultant migrate the file attachments?

- A. Post the Files to the Chatter Feed on each Article.
- B. Use the Lightning Knowledge Migration Tool and choose 'include files'.
- C. Upload the files as Documents, then relate them to the migrated Articles.
- D. Use the Files Related List on each article to add files to your articles.

정답: D

설명:

The Knowledge Importer is a tool that allows you to import articles from CSV files into Lightning Knowledge. However, it does not support importing file attachments from external knowledge bases. To migrate the file attachments, you need to use the Files Related List on each article to add files to your articles manually. You can upload files from your computer or select files from Salesforce or an external source such as Google Drive or Box. Verified References: [Import Articles into Lightning Knowledge] and [Add Files to Articles]

질문 # 274

The support team at Cloud Kicks would like to implement a messaging tool to address common customer feedback and concerns. The support team also wants to extend their support capabilities.

What should the consultant recommend to meet the requirement?

- A. Slack Connect
- B. Einstein Bots
- C. Service GPT

정답: B

설명:

Einstein Bots should be recommended to address common customer feedback and concerns while extending support capabilities. Einstein Bots are part of Salesforce's Service Cloud and can be programmed to handle routine customer inquiries, freeing up agents to focus on more complex issues. These bots can be integrated into various messaging platforms, providing a scalable and efficient way to improve customer service and satisfaction.

질문 # 275

Universal Containers (UC) has hired a consulting firm to implement its new Service Cloud platform and requires quick iterations and a speedy project completion. UC has requested frequently project updates for check-ins and refinement.

Which methodology should the Consultant recommend given the requirements?

- A. Waterfall
- B. Agile
- C. Force.com IDE
- D. Kanban

정답: B

질문 # 276

Universal Containers wants to notify Support Managers when a new case have been untouched from more than two business days.

Which approach should a consultant implement?

- A. Configure case escalation rules.
- B. Use Flow Builder to create a flow with scheduled path.
- C. Define case auto-response rules.
- D. Establish case assignment rules.

정답: A

질문 # 277

Universal Containers is launching a full line of new products, and Service Cloud should support the following requirements:

- * Customer service agents need to collaborate with other teams.
- * The product development team needs to be alerted on high-priority cases for specific products.

Which solution meets these requirements?

- A. Use Escalation Rules for notifications and Case Teams to monitor cases.
- B. Use Salesforce Flow for notifications and Case Teams to monitor cases,
- C. Use Salesforce Flow for notifications and Account Teams to monitor cases.

정답: A

설명:

To meet the requirements of collaboration and alerting the product development team on high-priority cases for specific products, utilizing Escalation Rules for notifications and Case Teams for case monitoring is recommended. This approach ensures that critical cases are escalated and visible to the necessary teams for timely and collaborative resolution.

질문 # 278

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여러분은 먼저 우리 PassTIP사이트에서 제공되는 Salesforce인증 Service-Cloud-Consultant시험덤프의 일부분인 데모를 다운받으셔서 체험해보세요. PassTIP는 여러분이 한번에 Salesforce인증 Service-Cloud-Consultant시험을 패스하도록 하겠습니다. 만약 Salesforce인증 Service-Cloud-Consultant시험에서 떨어지셨다고 하면 우리는 덤프비용전액 환불입니다.

Service-Cloud-Consultant최고 덤프 데모 : <https://www.passtip.net/Service-Cloud-Consultant-pass-exam.html>

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시험패스에 유효한 Service-Cloud-Consultant 높은 통과율 시험대비 공부자료 덤프 데모 다운받기

아직도 어떻게하면 Salesforce Service-Cloud-Consultant인증시험을 빠르게 취득할 수 있는 방법을 못하고 계십니까, IT인증자격증을 취득할 수 있는 Service-Cloud-Consultant인기시험을 어떻게 패스할까 고민그만하시고 저희 IT전문가들이 제작한 Service-Cloud-Consultant 인기덤프자료를 데려가 주세요.

PassTIP의 Salesforce인증 Service-Cloud-Consultant시험대비 덤프는 가격이 착한데 비하면 품질이 너무 좋은 시험전 공부자료입니다, PassTIP제공하는 자료들은 모두 IT업계전문가들이 자신의 지식과 끈임없는 경헌등으로 만들어낸 퍼펙트 자료들입니다.

