

Service-Cloud-Consultant復習範囲、Service-Cloud-Consultant模擬試験サンプル



2025年Tech4Examの最新Service-Cloud-Consultant PDFダンプおよびService-Cloud-Consultant試験エンジンの無料共有: https://drive.google.com/open?id=1o6wRNYAokC9IxWqv40MOAQg_r7CAnWl

従来の見解では、Service-Cloud-Consultant練習資料は、実際の試験に現れる有用な知識を蓄積するために、それらに多くの時間を割く必要があります。ただし、Salesforce Service Cloud ConsultantのSalesforce Certified Service cloud consultant学習に関する質問はその方法ではありません。以前のService-Cloud-Consultant試験受験者のデータによると、合格率は最大98~100%です。最小限の時間と費用で試験に合格するのに役立つ十分なコンテンツがあります。Salesforce Service Cloud Consultant準備資料の最新コンテンツで学習できるように、当社の専門家が毎日更新状況を確認し、彼らの勤勉な仕事とService-Cloud-Consultant専門的な態度が練習資料にSalesforce Certified Service cloud consultant品質をもたらします。Salesforce Service Cloud Consultantトレーニングエンジンの初心者である場合は、疑わしいかもしれませんが、参照用に無料のデモが提供されています。

Salesforce Service-Cloud-Consultant 資格認定は、カスタマーサービスやコンタクトセンターでキャリアアップを目指す専門家にとって価値のある資格です。この認定は、候補者の Salesforce Service Cloud に関する専門知識だけでなく、継続的な学習と専門的な成長への取り組みを証明します。Salesforce 認定サービスクラウドコンサルタントは、顧客サービスの運用を最適化するためのスキルと知識を持つ専門家を求める企業にとって高い需要があります。

Salesforce Service-Cloud-Consultant認定試験は、Salesforce Service Cloud Solutionsの実装と管理を担当する専門家向けに設計されています。Service Cloudは、企業がクライアントに並外れたカスタマーサービスエクスペリエンスを提供できるようにする強力なカスタマーサービスプラットフォームです。Salesforce Certified Service Cloud Consultant Certificationは、クライアントのビジネスニーズを満たすSalesforce Service Cloud Solutionsの設計と実装に関する専門知識を検証します。

>> Service-Cloud-Consultant復習範囲 <<

試験の準備方法-正確的なService-Cloud-Consultant復習範囲試験-完璧なService-Cloud-Consultant模擬試験サンプル

ほかの人はあちこちSalesforceのService-Cloud-Consultant試験の資料を探しているとき、あなたは問題集の勉強を始めました。準備の段階であなたはリーダーしています。我々Tech4Examの提供するSalesforceのService-Cloud-Consultant試験のソフトは豊富な試験に関する資源を含めてあなたに最も真実のSalesforceのService-Cloud-Consultant試験環境で体験させます。

Salesforce Certified Service Cloud Consultant Certificationを達成することは、組織のニーズを満たすサービスクラウド

ソリューションを設計および実装する能力を示しています。また、Salesforceエコシステムにおける継続的な学習と開発へのコミットメントも示しています。この認定は、雇用市場で競争上の優位性を与え、収益の可能性を高めることができます。

Salesforce Certified Service cloud consultant 認定 Service-Cloud-Consultant 試験問題 (Q228-Q233):

質問 # 228

Universal Containers knows it will be adding new Cases at a rate of 4-6 million per year and wants to maintain performance over time. Which two recommended techniques should be utilized? Choose 2 answers

- A. Ask contact center managers to review data each quarter to possibly delete.
- B. Write an Apex trigger that deletes one case each time a new case is created.
- C. Optimize queries to reduce the scope of Cases included with each search.
- D. Create a data retention plan that archives or purges Cases at regular intervals.

正解: C、D

質問 # 229

Universal Container's support department wants to ensure its AI agents' responses consistently reflect the company's brand voice and preferred communication style, while also being explicitly instructed on what types of responses to avoid. This level of control is crucial for maintaining brand consistency in customer interactions.

What would be the most appropriate use of AI agents to address this requirement?

- A. Einstein Bot to have a well-defined conversation structure.
- B. Agentforce Service Agent with standard topics and instructions.
- C. Agentforce Service Agent with custom topic instructions.

正解: C

解説:

Agentforce Service Agent (previously Einstein Copilot for Service) provides organizations with advanced AI-driven conversational capabilities. It allows admins to define custom topics and configure topic-level instructions to ensure the AI generates responses consistent with the company's brand tone, communication style, and compliance standards.

By leveraging custom topic instructions, businesses can guide the AI model on how to respond, what phrasing to use, and what to avoid, ensuring consistency across customer interactions. This directly meets the requirement for brand-controlled, compliant AI communication.

Option A (Einstein Bot) is based on rule-driven dialog flows and cannot leverage generative or instruction- tuned customization.

Option C (standard topics) provides out-of-the-box guidance but lacks the fine-grained control over tone and restricted phrases required for brand alignment.

Referenced Salesforce Materials:

* Salesforce Spring '24 Release Notes - Service Cloud: Agentforce Enhancements (custom topic instructions for brand voice alignment).

* Service Cloud Consultant Exam Guide - Interaction Channels Domain (covers the use of AI automation and conversational tools).

* Salesforce Help: "Customize Agentforce Topics and Instructions" (explains defining tone, style, and prohibited responses for AI agents).

質問 # 230

To help Service Agents more accurately respond to Cases, Universal Containers want a list of relevant Articles displayed on the Case record page.

How should a consultant configure this requirement?

- A. Add the Knowledge related list to the Case record page.
- B. Add the Knowledge Component to the Case record page.
- C. Add the Knowledge tab to the Service Console.
- D. Add Knowledge Data Categories to each Case.

正解: B

解説:

The Knowledge component is a Lightning component that displays relevant articles on the case record page based on the case information. Agents can use the component to search for articles, attach articles to cases, view article details, and provide feedback on articles. The Knowledge component helps agents find the information they need to resolve cases faster and more accurately. Verified References: Service Cloud Consultant Certification Guide & Tips, Use the Lightning Knowledge Component

質問 # 231

Universal Containers need to determine whether the work orders and customer contacts should be stored as child cases or on a related custom object.

Which three aspects should the consultant consider to meet the requirements?

Choose 3 answers

- A. Work order and customer contact escalation requirements
- B. Case closure rules on the original case
- C. Visibility and access to the work order records
- D. Total number of account and contact records in the database
- E. Account team relationship to the primary contact

正解: A、B、C

解説:

These are three aspects that the consultant should consider to determine whether the work orders and customer contacts should be stored as child cases or on a related custom object. Work order and customer contact escalation requirements are aspects that affect how urgent and complex the work orders and customer contacts are, and how they should be handled by different levels of agents or managers. Visibility and access to the work order records are aspects that affect who can view and edit the work order records, and how they are shared with other users or groups. Case closure rules on the original case are aspects that affect when and how the original case can be closed, and what actions need to be performed on the related records before closing the case.

Verified References: :

https://help.salesforce.com/s/articleView?id=sf.work_orders_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.case_escalation_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.sharing_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.case_closure_rules.htm&type=5

質問 # 232

Universal Banking needs to provide a public knowledge base on its website. The company has three product groups (Personal Banking, Mortgage, and CDs) and needs to display information and address common questions about each product area. How should Knowledge be configured? Choose 2 answers.

- A. Create three article types for each product area (Personal Banking, Mortgage, CD).
- B. Create two article types to display information (Question/Answer, Product Info).
- C. Create two data categories to display information (Question/Answer, Product Info).
- D. Create three data categories for each product area (Personal Banking, Mortgage, CD).

正解: B、D

質問 # 233

.....

Service-Cloud-Consultant模擬試験サンプル: <https://www.tech4exam.com/Service-Cloud-Consultant-pass-shiken.html>

- Service-Cloud-Consultant問題集 □ Service-Cloud-Consultant前提条件 □ Service-Cloud-Consultant模擬解説集 □
□ ☒ www.jpctestking.com □ ☒ は、⇒ Service-Cloud-Consultant □ を無料でダウンロードするのに最適なサイトです Service-Cloud-Consultant認定試験
- Service-Cloud-Consultant技術試験 □ Service-Cloud-Consultant受験記 □ Service-Cloud-Consultant日本語試験情報 □ 【 Service-Cloud-Consultant 】 を無料でダウンロード ⇒ www.goshiken.com □ で検索するだけ Service-Cloud-Consultant受験方法
- Service-Cloud-Consultant試験参考書 □ Service-Cloud-Consultant問題数 □ Service-Cloud-Consultant問題集 □

さらに、Tech4Exam Service-Cloud-Consultantダンプの一部が現在無料で提供されています：https://drive.google.com/open?id=1o6wRNYAokC9IxWqv40MOAQg_r7CAnW1