

Service-Con-201 neuester Studienführer & Service-Con-201 Training Torrent prep



ITZert ist eine Website, die Bequemlichkeiten für die Salesforce Service-Con-201 Zertifizierungsprüfung bietet. Nach den Forschungen über die Fragen und Antworten in den letzten Jahren kann ITZert die Themen zur Salesforce Service-Con-201 Zertifizierungsprüfung effektiv erfassen. Die Salesforce Service-Con-201 Prüfungsübungen haben eine große Ähnlichkeit mit realen Prüfungen.

Salesforce Service-Con-201 Prüfungsplan:

Thema	Einzelheiten
Thema 1	• Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.
Thema 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.
Thema 3	• 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.
Thema 4	• Knowledge Management: This domain covers Knowledge article lifecycle, Knowledge Centered Service methodology, and configuring Salesforce Knowledge for agent support and self-service processes.

>> Service-Con-201 Testantworten <<

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Jeder IT-Fachmann bemüht sich darum, entweder befördert zu werden oder ein höheres Gehalt zu beziehen. Das ist der Druck unserer Gesellschaft. Wir sollen uns mit unseren Fähigkeiten beweisen. Legen Sie bitte die Salesforce Service-Con-201 Zertifizierungsprüfung ab. Eigentlich ist sie nicht so schwer wie man gedacht, solange Sie geeignete Dumps wählen. Die Dumps zur Salesforce Service-Con-201 Zertifizierung von ITZert sind die besten Dumps. Mit ihr können Sie etwas erzielen, wie Sie wollen.

Salesforce Certified Service Cloud Consultant Service-Con-201

Prüfungsfragen mit Lösungen (Q188-Q193):

188. Frage

Cloud Kicks (CK) has created hundreds of Knowledge articles about its products. The articles have been attached to closed cases. A new product release will require changes to dozens of articles. After revising the articles, CK wants to ensure that a prior article version stays associated with the closed cases. What is the recommended method to meet the requirements?

- A. Use Smart Link to Article to select the prior version.
- B. Add "updated" to the name of the new article.
- C. Select the Flag as new version checkbox when publishing.

Antwort: C

Begründung:

To ensure that prior versions of Knowledge articles remain associated with closed cases after updates, selecting the "Flag as new version" checkbox when publishing the revised articles is recommended. This approach maintains the link between closed cases and the specific article versions referenced at the time, preserving the accuracy of historical case resolutions.

189. Frage

The VP of Service at Cloud Kicks (CK) wants to enable Service Cloud users to access and generate reports using work order data stored in an enterprise data warehouse (EDW). Which approach should the consultant recommend to streamline this process with minimal effort?

- A. Use Salesforce Connect and External Objects to represent work order data in Salesforce.
- B. Create a Custom Object and utilize Data Loader to import work order data into Salesforce.
- C. Implement a batch integration process that runs every 15 minutes to synchronize work order data into Salesforce.

Antwort: A

Begründung:

Salesforce Connect allows seamless integration with external systems, enabling real-time access to data stored outside of Salesforce without the need for data duplication. By utilizing External Objects, data from an enterprise data warehouse (EDW) can be represented within Salesforce, allowing users to access and generate reports on work order data directly.

This approach offers several advantages:

Real-Time Data Access: Users can view the most current data without waiting for scheduled imports.

Reduced Storage Costs: Since data isn't stored within Salesforce, it minimizes storage usage and associated costs.

Simplified Maintenance: Eliminates the need for complex data synchronization processes.

Compared to importing data via Data Loader or implementing batch integration processes, Salesforce Connect provides a more streamlined and efficient solution for accessing external data sources.

Reference:

https://help.salesforce.com/s/articleView?id=platform.salesforce_connect.htm&language=en_US&type=5

https://developer.salesforce.com/docs/atlas.en-us.object_reference.meta/object_reference/sforce_api_objects_external_objects.htm

190. Frage

Universal Containers wants to implement a new Experience Cloud site to support its customers. It has provided the following requirements:

- * Ability for visitors to search Knowledge articles without registering or logging in
- * Ability for over 1 million registered customers to securely submit cases and view the status of those cases
- * Ability for registered customers to save favorite Knowledge articles for easy access later

- A. Implement a Customer Account Portal experience.
- B. Implement a Help Center experience.
- C. Implement a Microsite (LWR) experience.

Antwort: A

Begründung:

A Customer Account Portal experience (Customer Service template) is the recommended approach when an organization needs to:

Support authenticated users (registered customers) who can create, view, and manage cases securely.
 Handle large-scale user volumes (millions of customers).
 Provide personalized functionality, such as saving favorite articles and accessing case history.
 Allow public (unauthenticated) access to search Knowledge articles.
 Option B (Help Center) supports anonymous article browsing but lacks robust authenticated features like case management or personalization.
 Option C (Microsite LWR) is designed for lightweight, static content and marketing use cases, not authenticated service portals.
 Referenced Salesforce Materials:
 Service Cloud Consultant Exam Guide - Service Cloud Solution Design Domain.
 Salesforce Help: "Customer Account Portal Overview and Configuration."
 Salesforce Experience Cloud Implementation Guide - Selecting the Right Template.

191. Frage

Cloud Kicks would like to add a WhatsApp channel to its available support channels.
 What should the Service Cloud Consultant consider?

- A. Queue-based routing is not supported.
- B. Emojis, polls, and quick text are not supported.
- **C. Group WhatsApp chats are not supported.**

Antwort: C

Begründung:

Salesforce's WhatsApp Messaging Channel, powered by Digital Engagement, supports one-to-one, session-based communication between a customer and an agent. However, group WhatsApp chats are not supported-each interaction must occur within a single customer conversation thread.

This limitation ensures compliance, privacy, and tracking accuracy across digital channels.

Other features like emojis, quick text, and queue-based routing are fully supported via Omni-Channel configuration.

Referenced Salesforce Materials:

Salesforce Service Cloud Consultant Exam Guide - Interaction Channels Domain.

Salesforce Help: "Set Up WhatsApp Messaging in Salesforce".

Salesforce Spring '24 Release Notes - Digital Engagement Enhancements (WhatsApp Support).

192. Frage

Universal Containers (UC) is launching an implementation of Service Cloud. The project is missing the requirement for a suitable analytics solution to allow executives and service managers to view the current and trending key performance indicators (KPIs).
 Which recommendation should the Service Cloud Consultant make to help with this requirement?

- A. Recommend that UC invest in Tableau Next to use service-related intelligent apps or accelerators.
- **B. Use Preconfigured Service Cloud Dashboards from AppExchange.**
- C. Migrate UC's legacy service analytics by building a new set of custom report types.

Antwort: B

Begründung:

Preconfigured Service Cloud Dashboards available on AppExchange provide out-of-the-box KPI tracking for service operations-such as case volume, resolution times, SLA compliance, and agent productivity. These dashboards are optimized for Salesforce data and can be customized to fit organizational goals.

Option A (custom report types) is time-consuming and not necessary for standard KPIs.

Option B (Tableau) offers advanced analytics but is not required for standard Service Cloud reporting.

Referenced Salesforce Materials:

Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.

Salesforce AppExchange Listing: "Service & Support Dashboards."

Salesforce Help: "Use Prebuilt Dashboards for Service Insights."

193. Frage

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