Service-Con-201 100％시험패스자료 - Service-Con-201 최고품질덤프문제보기

PassTIP에서 제공하는 제품들은 품질이 아주 좋으며 또 업뎃속도도 아주 빠릅니다 만약 우리가제공하는Salesforce Service-Con-201인증시험관련 덤프를 구매하신다면Salesforce Service-Con-201시험은 손쉽게 성공적으로 패스하실 수 있습니다.

Salesforce Service-Con-201 시험요강:

주제	소개
주제 1	• Industry Knowledge: This domain covers understanding Contact Center metrics, KPIs, and assessing risks, benefits, and business challenges for client outcomes.
주제 2	• 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.
주제 3	• Intake and Interaction Channels: This domain addresses designing intake channels, recommending interaction channels, understanding configuration best practices, and implementing AI agents and agentic service capabilities.

주제 4	• Case Management: This domain covers designing end-to-end case management solutions, implementing case deflection strategies, configuring entitlements, milestones, SLAs, and understanding Service Cloud automation capabilities.
주제 5	• Implementation Strategies: This domain focuses on consulting engagement participation, deployment and training recommendations, and considerations for data migration, quality, governance, and large data volumes.
주제 6	• Integrations: This domain covers integration use cases and considerations for connecting Service Cloud with third-party solutions and external data sources.

Service-Con-201 100％시험패스 자료 최신 덤프로 시험정복하기

PassTIP의 Salesforce인증 Service-Con-201덤프를 선택하여Salesforce인증 Service-Con-201시험공부를 하는건 제일 현명한 선택입니다. 시험에서 떨어지면 덤프비용 전액을 환불처리해드리고Salesforce인증 Service-Con-201시험이 바뀌면 덤프도 업데이트하여 고객님께 최신버전을 발송해드립니다. Salesforce인증 Service-Con-201덤프뿐만아니라 IT인증시험에 관한 모든 덤프를 제공해드립니다.

최신 Salesforce Consultant Service-Con-201 무료샘플문제 (Q269-Q274):

질문 # 269
Cloud Kicks provides support to customers across the world and uses Lightning Experience. Service agents have a set of common responses.
Managers would like to consolidate the responses as quick text, translate them to multiple languages, and share them with the correct groups of service agents.
What should a consultant recommend to meet the requirements?

- A. Share a folder with quick text for each translation.
- B. Share each quick text individually to Public Groups.
- C. Use custom labels to manage quick text translations.

정답：A

설명：
Sharing a folder containing quick text translations for each language with the appropriate groups of service agents ensures that agents have access to common responses in the necessary languages. This approach facilitates efficient communication with customers worldwide and streamlines the management of translated quick texts.

질문 # 270
Universal Containers has recently implemented an Experience Cloud site to allow its customers to create and update their cases online. Customers should only be able to access the cases where they are listed as the contact, including cases created by the support team on their behalf.

- A. An organization-wide default of Public Read/Write on the Case object.
- B. A sharing rule to ensure record access is granted based on the Experience Cloud site user role hierarchy.
- C. A sharing set to grant the Experience Cloud site user access to records associated to their Contact record.

정답：C

설명：
For Experience Cloud customer users, Sharing Sets are the correct mechanism to provide access to records linked to their own Contact or Account. By creating a sharing set for the Case object, UC can ensure users see only the cases where they are the associated contact-even if the cases were created internally.
Option A (sharing rule) applies to internal users, not Experience users.
Option C (Public Read/Write) violates data security and exposes all customer cases.

Referenced Salesforce Materials:
Service Cloud Consultant Exam Guide - Service Cloud Solution Design Domain.
Salesforce Help: "Grant Record Access to Portal Users with Sharing Sets." Salesforce Experience Cloud Implementation Guide - Sharing Set Configuration.

질문 # 271
Which advantage does Salesforce provide with the OpenCTI framework?

- A. Agents can use telephony on a wide range of browsers and operating systems while only developing once.
- B. Agents can run their softphone at the operating system level, embedded in the task bar or system tray.
- C. Developers can Integrate with any telephony platform available with minimal need for customization.

정답：A

설명：
Salesforce's OpenCTI (Computer Telephony Integration) framework offers the advantage of allowing agents to use telephony across various browsers and operating systems without the need for multiple developments. This cross-platform compatibility ensures a consistent user experience and simplifies telephony integration within Salesforce, enhancing efficiency and accessibility for service agents.

질문 # 272
Universal Containers wants to provide its resellers a secure portal where they can share their customer accounts, submit and track the status of their cases, and view reports and dashboards.
Which solution should a consultant recommend?

- A. Employee Community
- B. Customer Experience site
- C. Partner Experience site

정답：C

설명：
For providing resellers with a secure portal to share customer accounts, submit and track cases, and view reports, implementing a Partner Experience site is recommended. This solution offers a collaborative platform tailored for partners, enhancing communication, case management, and access to vital information, strengthening the partnership ecosystem.

질문 # 273
Universal Containers wants to help customers resolve issues by browsing Knowledge articles and submitting a case if they need more Information.
What should the consultant recommend to meet the requirements?

- A. Enable Chat in an Experience Cloud site.
- B. Create a self-service help Center
- C. Allow comments on Knowledge articles.

정답：B

설명：
To help customers resolve issues by browsing Knowledge articles and submitting a case if needed, creating a self-service help center is advised. This can be achieved using Experience Cloud, providing a centralized platform where customers can access Knowledge articles, FAQs, and submit cases directly, enhancing the self-service experience.

질문 # 274
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목표가 있다면 목표를 향해 끊임없이 달려야 멋진 인생이 됩니다. 지금의 현황에 만족하여 아무런 노력도 하지 않

는다면 언젠가는 치열한 경쟁을 이겨내지 못하게 될것입니다. IT업종에 종사중이시라면 다른분들이 모두 취득하는 자격증쯤은 마련해야 되지 않겠습니까? Salesforce인증 Service-Con-201시험은 요즘 가장 인기있는 자격증 시험의 한과목입니다. IT업계에서 살아남으려면PassTIP에서Salesforce인증 Service-Con-201덤프를 마련하여 자격증에 도전하여 자기의 자리를 찾아보세요.

Service-Con-201최고품질 덤프문제보기: https://www.passtip.net/Service-Con-201-pass-exam.html

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