Service-Cloud-Consultant最新試験情報 & Service-Cloud-Consultant資格問題対応

P.S.It-PassportsがGoogle Driveで共有している無料の2026 Salesforce Service-Cloud-Consultantダンプ：https://drive.google.com/open?id=155RDQob_XD7RfL9BbKyD-z5rqsn37BZ9

私たちのService-Cloud-Consultant試験参考書を利用し、Service-Cloud-Consultant試験に合格できます。おそらくあなたは私たちのService-Cloud-Consultant試験参考書を信じられないでしょう。でも、あなたはService-Cloud-Consultant試験参考書を買ったお客様のコメントを見ると、すぐ信じるようになります。あなたは心配する必要がないです。早くService-Cloud-Consultant試験参考書を買いましょう！

Salesforce Service-Cloud-Consultant Examに合格するためには、候補者はSalesforce Service Cloudの機能と機能性について徹底的に理解している必要があります。また、ケース管理、ナレッジ管理、サービスコンソールを含むService Cloudソリューションの実装と設定の経験が必要です。候補者はまた、Salesforce Service Cloudを使用した複雑なビジネスフローと統合の設計と実装の経験も必要です。

Salesforce Service-Cloud-Consultant試験に備えるためには、候補者はSalesforce Service Cloudでの作業経験が必要であり、その機能や機能に精通している必要があります。試験に備えるための多数のリソースがあり、学習ガイド、練習問題、トレーニングコースなどがあります。また、Salesforce Trailhead学習プラットフォームを利用することもできます。これは、無料のオンライントレーニングとリソースを提供しています。

>> Service-Cloud-Consultant最新試験情報 <<

Service-Cloud-Consultant資格問題対応、Service-Cloud-Consultant学習範囲

多くの受験者にとって、Service-Cloud-Consultant試験資格証明書を取得することは簡単ではないです。Service-Cloud-Consultant試験に合格するには、たくさん時間と精力が必要です。しかし、Salesforce Service-Cloud-Consultant試験参考書を選べば、試験に合格するだけでなく、時間を節約できます。だから、Salesforce Service-Cloud-Consultant試験参考書を早く購入しましょう！

Salesforce Service-Cloud-Consultant 認定試験の出題範囲：

トピック	出題範囲
トピック 1	• Industry Knowledge: This topic covers the key factors that influence contact center metrics and KPIs, the risks, benefits, and business challenges of meeting client's desired outcomes, as well as the industry standards and general capabilities of different service organizations.
トピック 2	• Contact Center Analytics: This topic involves the development of reports and dashboards in Salesforce to provide relevant information to different stakeholders, such as agents, managers, and executives.
トピック 3	• Implementation Strategies: It focuses on the successful execution of a consulting engagement, including planning, requirements gathering, design, build, test, and documentation. It also covers deployment and training strategies, as well as considerations for data migration, data quality, data governance, and managing large data volumes.
トピック 4	• Integrations: This topic explains the use cases and considerations for core Service Cloud integrations.
トピック 5	• Knowledge Management: The topic knowledge management explains the Salesforce Knowledge article lifecycle, Knowledge-Centered Support (KCS), and best practices for creating, publishing, consuming, providing feedback, and archiving knowledge. It also covers the configuration of Knowledge to deliver service support and self-service processes.
トピック 6	• Intake and Interaction Channels: This topic addresses the recommendation of appropriate intake channels and their design based on business process requirements. It also discusses the use cases and functionality for proposed interaction channels, as well as the design considerations and best practices for configuring an interaction channel solution.
トピック 7	• Service Cloud Solution Design: The topic delves into the analysis of customer requirements to determine appropriate solution designs for the service agent experience and the customer experience, including interaction channels. It also covers the sub-topics of data security and compliance measures.

Salesforce Certified Service cloud consultant 認定 Service-Cloud-Consultant 試験問題 (Q68-Q73):

質問 #68
Universal Containers recently implement Service Cloud. The Support Manager notices that cases are being distributed unevenly across the team.
What should the consultant recommend to address this problem

- A. Configure Omni-Channel Routing Model as Most Available.
- B. Configure Case Assignment Rules to use Users.
- C. Configure Case Assignment Rules to use Queues.
- D. Configure Omni-Channel Routing Model as Least Active.

正解：C

解説：
Explanation
Case assignment rules are used to automatically assign cases to users or queues based on certain criteria, such as case origin, type,

priority, or product. Queues are collections of records that can be accessed by multiple users who share the same job function or skill. By configuring case assignment rules to use queues, the Support Manager can ensure that cases are distributed evenly across the team and that agents can work on the cases that match their expertise or availability. Verified References: Service Cloud Consultant Certification Guide & Tips, Set Up Case Assignment Rules, Set Up Queues

質問 # 69

Universal Containers wants to ensure the contracted service level requirements for its customers are being met.
What should a consultant configure to meet this requirement?

- A. Entitlement processes, milestones, milestone actions, and entitlements
- B. Entitlement processes, contracts, contract line items, and entitlements
- C. Entitlement processes, contract line items, milestone, and entitlements

正解：A

解説：
To ensure that contracted service level requirements are met, Salesforce provides a structured approach through Entitlement Management. This framework allows organizations to define, enforce, and monitor service levels for customer support.
Key Components:
* Entitlements:These represent the specific support terms agreed upon with customers, such as response times or support availability.
* Entitlement Processes:These are timelines that outline the steps (milestones) your support team must complete to resolve cases or work orders.
* Milestones:These are time-dependent steps within an entitlement process that represent service levels to be provided. Examples include First Response Time and Resolution Time.
* Milestone Actions:These are automated actions triggered at specific points in a milestone, such as sending email alerts when a milestone is approaching violation or has been violated.
By configuring these components, Universal Containers can effectively monitor and ensure compliance with their service level agreements, providing timely and efficient support to their customers.
References:https://help.salesforce.com/s/articleView?id=service.entitlements_process_parent.
htm&language=en_US&type=5https://help.salesforce.com/s/articleView?id=sf.
entitlements_milestone_actions.htm&language=en_US&type=5

質問 # 70

The VP of Services at Universal Containers wants to reduce call center staffing. One of the initiatives is to deflect customer's interaction with a support agent while still providing relevant answers to the customer.
How can a consultant automate the use of suggested articles to accomplish this goal?

- A. An email to case inquiry
- B. Web-to-case question
- C. On-demand email to case
- D. While holding for a support agent

正解：B

解説：
Explanation
A web-to-case question is a solution that can automate the use of suggested articles to deflect customer's interaction with a support agent while still providing relevant answers to the customer. It allows customers to submit cases from a company's website and receive suggested articles based on their question before submitting the case. Verified References: :
https://help.salesforce.com/s/articleView?id=sf.knowledge_web_to_case_deflection.htm&type=5 :
https://help.salesforce.com/s/articleView?id=sf.knowledge_web_to_case_overview.htm&type=5

質問 # 71

Universal Containers aims to improve the efficiency of its internal service reps by improving case resolution times. The service reps need to follow a series of steps to resolve an issue and generate concise case summaries.
Which solution should the Service Cloud Consultant recommend?

- A. Agentforce Service Assistant
- B. Einstein Article Recommendations
- C. Actions & Recommendations

正解：A

解説：
Agentforce Service Assistant is Salesforce's AI-powered copilot for agents that helps improve productivity and case resolution efficiency. It can:
* Guide reps through step-by-step resolution processes,
* Summarize case details automatically using generative AI, and
* Suggest next best actions or flows based on context.
This feature directly supports agents in managing complex cases, saving time, and ensuring accuracy.
Option B (Actions & Recommendations) provides manual, rule-based guidance but lacks generative summarization or automation.
Option C (Einstein Article Recommendations) suggests Knowledge articles but does not help summarize or guide step sequences.
Referenced Salesforce Materials:
* Salesforce Spring '24 Release Notes - Agentforce Service Assistant Enhancements.
* Service Cloud Consultant Exam Guide - Interaction Channels Domain.
* Salesforce Help: "Improve Agent Productivity with Agentforce Service Assistant."

質問 # 72
Milestones can be added to which two Object types?
Choose 2 answers

- A. Work Order
- B. service
- C. Last
- D. Account

正解：A、C

質問 # 73
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Service-Cloud-Consultant資格問題対応：https://www.it-passports.com/Service-Cloud-Consultant.html

ドしてくださいService-Cloud-Consultantキャリアパス

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P.S. It-PassportsがGoogle Driveで共有している無料かつ新しいService-Cloud-Consultantダンプ：https://drive.google.com/open?id=155RDQob_XD7RfL9BbKyD-z5rqsn37BZ9