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The Certification Preparation for Service Cloud Consultant certification exam covers a wide range of topics related to customer service and Salesforce Service Cloud, including case management, contact center management, service cloud automation, knowledge management, and service cloud analytics. Candidates must be familiar with these topics and be able to apply them to real-life scenarios.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q87-Q92):

NEW QUESTION #87

Cloud Kicks is migrating its knowledge base from Classis Knowledge into Lightning Knowledge. After the migration, an integration

process that manages the articles' lifesycles by archieving deleting articles of a certain designation now fails.

What are two reasons the integration is fading?

Choose 2 answers

- A. Users must have Modify AM permission to delete archived articles.
- B. The Amde Type field is no longer accessible via SOQi or the API.
- C. Only Published articles are available in the API.
- D. URL formats for articles drffer between Classic and Lightning Knowledge.
- E. After the migration, an integration process that manages the articles' lifecyde by archiving and

Answer: C,D

NEW OUESTION #88

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

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

Choose 3 answers

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

Answer: B,C,E

NEW OUESTION #89

Universal Containers (UC) has a policy that requires all email traffic to remain within its firewall. UC receives up to 2,000 cases per day, some of which include large email attachments from customers.

When implementing Salesforce in this scenario, which solution should a consultant recommend?

- A. Email relay
- B. Email-to-Case
- C. deg -Demand Email-to-Case

Answer: B

Explanation:

For Universal Containers, which requires all email traffic to remain within its firewall and handles a high volume of cases with attachments, Email-to-Case is the recommended solution. Email-to-Case allows emails to be converted into cases within Salesforce while keeping email data secure within the company's firewall, accommodating the need for security and efficiency in handling customer cases.

NEW QUESTION # 90

UC has created permission sets granting access to object and fields in one of its sandboxes. How should a consultant deploy this permission set to prod?

- A. Publish a Managed package
- B. Manuallyre create the Permission sets
- C. Create an Unmanaged package
- D. Change set

Answer: D

Explanation:

A Change Set is the deployment solution that a consultant should use to deploy permission sets granting access to objects and fields from one of its sandboxes to Production. A Change Set is a collection of metadata components that can be deployed from one Salesforce org to another. A Change Set can be used to deploy permission sets, which are sets of permissions and settings that grant

users access to various tools and functions in Salesforce. Permission sets can be used to extend users' functional access without changing their profiles. Verified References: [Service Cloud Consultant Certification Guide & Tips], Change Sets Overview

NEW QUESTION #91

Universal Containers wants to ensure the contracted service level requirements for its clients are being met. What should be configured 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, milestones, and entitlements
- D. Entitlement processes, contracts, milestones, and milestone actions

Answer: A

NEW QUESTION #92

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