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## Certification Preparation for Service Cloud Consultant exam vce torrent & CRT-261 pdf dumps & Certification Preparation for Service Cloud Consultant valid study prep

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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' lifecycles by archiving deleting articles of a certain designation now fails.  
What are two reasons the integration is failing?

Choose 2 answers

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

**Answer: C,D**

#### NEW QUESTION # 88

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

**Answer: B,C,E**

#### NEW QUESTION # 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. Delegated 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 objects and fields in one of its sandboxes. How should a consultant deploy this permission set to prod?

- A. Publish a Managed package
- B. Manually 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

### NEW QUESTION # 91

- 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

### NEW QUESTION # 92

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