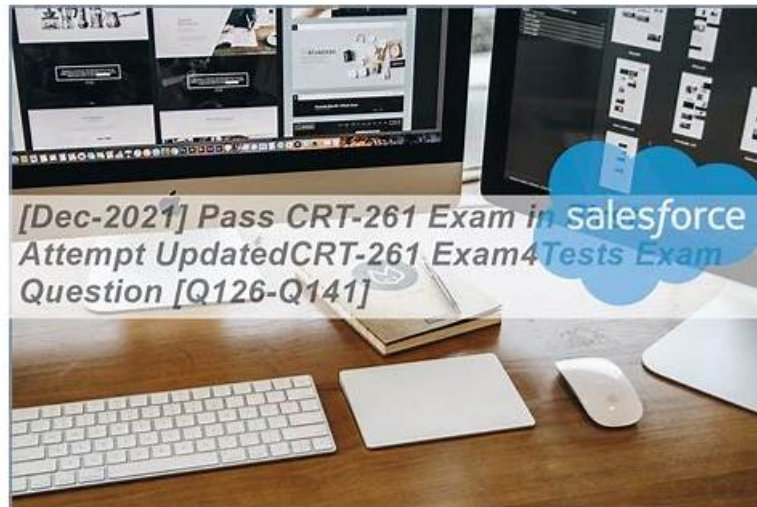# Get Valid Reliable CRT-261 Test Answers and Pass Exam in First Attempt

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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q55-Q60):

NEW QUESTION # 55
What is a recommended way to migrate data from an external system while ensuring that the data adheres to data quality rules established for the Salesforce org?

- A. Use the Salesforce data loader to load and cleanse the data.
- B. Upload the data into Salesforce and then run data cleansing tools.
- C. Use the Salesforce import wizard to load and cleanse the data.
- D. Cleanse the data outside of Salesforce and then migrate the data.

Answer: D

NEW QUESTION # 56

A Service Manager has just configured Chat at a company site. Now, the Agents cannot see the Chat footer component in the ....
Which configuration option should be verified?

- A. Verify that users have access to the Chat buttons.
- B. Verify that users are assigned the Chat feature license.
- C. Verify that users have access to the Chat public group.
- D. Verify that users are assigned the Chat user profile

Answer: B

Explanation:
Verifying that users are assigned the Chat feature license is the configuration option that should be verified if agents cannot see the Chat footer component in the Service Console. A Chat feature license is a type of license that enables users to access Chat functionality, such as initiating, receiving, transferring, or ending chat sessions, sending quick texts or files, or viewing chat reports. Users must have a Chat feature license assigned to their user record in order to use Chat in the Service Console. Verified References: Service Cloud Consultant Certification Guide & Tips, Assign Chat Licenses

NEW QUESTION # 57

Ursa Major Solar (UMS) provides customers with remote monitoring of solar panels. When there are issues with the service, such as a power outage, UMS needs to provide service agents, operations teams, and customers with full visibility into the issue.
What is the recommended feature to meet the requirements?

- A. Workforce Engagement
- B. Self Service Knowledge
- C. Incident Management
- D. Video Support

Answer: C

Explanation:
Incident Management is the recommended feature to meet the requirements, because it allows UMS to create incidents that represent service disruptions or outages, and link them to related cases and work orders.
Incident Management also enables UMS to communicate with customers and internal teams about the incident status, impact, and resolution through email templates, chatter posts, and web pages. Verified References: : Incident Management Overview

NEW QUESTION # 58

Which system would a contact center integrate with in order to provide field service agents with information needed to provide service at customer sites?

- A. Order Fulfillment
- B. Marketing
- C. Enterprise Resource Planning (ERP)
- D. Telephony

Answer: A

NEW QUESTION # 59

Universal containers is in the process of setting up a business-to-business (b2b) portal. The company needs to give customers access to service level agreements (SLA) via the portal. Which solution is recommended to accomplish this requirement?

- A. Assets
- B. Service contracts
- C. Milestones
- D. Cases

Answer: B

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