

# CRT-261 Visual Cert Exam | CRT-261 Valid Test Book



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To pass the Salesforce CRT-261 Exam is a dream who are engaged in IT industry. If you want to change the dream into reality, you only need to choose the professional training. PDFBraindumps is a professional website that providing IT certification training materials. Select PDFBraindumps, it will ensure your success. No matter how high your pursuit of the goal, PDFBraindumps will make your dreams become a reality.

Preparing for the Salesforce CRT-261 exam requires a significant investment of time and effort. Candidates must have a thorough understanding of the Salesforce platform and its various features and functions, as well as a deep knowledge of service cloud implementation best practices. Many candidates choose to enroll in formal training courses or study programs to prepare for the exam, while others opt for self-study using online resources and practice exams. Regardless of the preparation method, passing the Salesforce CRT-261 exam is a significant achievement that can open doors to new career opportunities and professional advancement.

Salesforce CRT-261 Exam is a multiple-choice exam consisting of 60 questions that must be completed within 105 minutes. CRT-261 exam is available in English and Japanese and can be taken online or in person at a testing center. To pass the exam, candidates must achieve a minimum score of 68%. Those who pass the exam will receive the Salesforce Certified Service Cloud Consultant credential, which is recognized globally and demonstrates a high level of expertise in Salesforce Service Cloud implementation. Overall, the CRT-261 Exam is a challenging and comprehensive exam that tests the skills and knowledge required to become a successful Salesforce Service Cloud Consultant.

Salesforce CRT-261 Exam requires a thorough understanding of Service Cloud and its various components. CRT-261 exam is designed to test the candidate's knowledge of Salesforce Service Cloud features, such as Service Console, Omni-channel routing, Knowledge Management, and Field Service Lightning. In addition, it also tests the candidate's ability to design and implement Service Cloud solutions, analyze data, and provide recommendations based on industry best practices.

## 100% Pass Quiz Salesforce - CRT-261 Useful Visual Cert Exam

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### Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q98-Q103):

#### NEW QUESTION # 98

Universal Containers (UC) is updating the Service Cloud console app for its call center agents. Management is concerned that deploying the new app will disrupt current operations and impact customer satisfaction. What should the consultant recommend to mitigate these concerns?

- A. Deploy the configured and tested app to production, update the agent's profile to view the app and take away access to the old app.
- B. Deploy the configuration from a sandbox to production during the next Salesforce version update so the system only goes down once.
- C. Configure the new app in a sandbox. Use a change-set to push the configuration to production for testing and training.
- D. **Configure the new app in developer org and use an unmanaged package to deploy to production.**

**Answer: D**

#### NEW QUESTION # 99

Universal Containers (UC) wants to schedule for repair service when an agent is unable to solve the customer's problem via the call center.

What functionality should a consultant recommend to satisfy the UC's need?

- A. **Field Service**
- B. omni Channel
- C. Contact Request
- D. Mobile Connect

**Answer: A**

Explanation:

Field Service is a Salesforce product that enables companies to manage work orders, service appointments, service resources, and service territories. It also provides features such as scheduling optimization, mobile access, and offline support. Field Service is the recommended functionality for scheduling repair service when an agent is unable to solve the customer's problem via the call center. Verified References: Service Cloud Consultant Certification Guide & Tips, Field Service Overview

#### NEW QUESTION # 100

As part of a new salesforce knowledge implementation, Universal Containers would like to migrate articles from their current database. Which factor should a consultant consider as part of the migration strategy?

- A. **Ensure that each existing article type has a corresponding knowledge article type that matches its structure and content.**
- B. Prepare a single .csv file that can be used to migrate all article types at once and include with a properties file in a.zip for import
- C. Convert any articles containing HTML into plain text before importing because HTML is NOT supported to any article field types.
- D. Verify that each article type has field level security on all fields set to read only prior to import, in order to prevent any loss of data.

**Answer: A**

Explanation:

Explanation

Ensuring that each existing article type has a corresponding knowledge article type that matches its structure and content is a factor that a consultant should consider as part of the migration strategy for Knowledge articles. An article type is a template that defines the layout, fields, and data categories for an article. An article type can be customized to suit different types of content or audiences. When migrating articles from an external database to Salesforce Knowledge, it is important to ensure that there is a matching article type for each existing article type in Salesforce Knowledge, so that the articles can be imported without losing any information or formatting. Verified References: [Service Cloud Consultant Certification Guide & Tips], Article Types Overview

### NEW QUESTION # 101

After migrating from Knowledge to Lightning Knowledge, Authors are unable to create FAQ article type, but can successfully create Install Notes articles type. Support Managers have confirmed that articles of types FAQ exist in Production.

How should a consultant correct this problem

- A. Set article Org Wide Default to Public ReadWrite.
- **B. Grant Authors access to the FaQ record type**
- C. Add Authors to the FaQ Data Category.
- D. Grant Authors access to the FAQ article type.

**Answer: B**

### NEW QUESTION # 102

AW Computing would like to interact with customers on facebook and Twitter.

Where are the conversations tracked in Salesforce?

- **A. Social Post record**
- B. Case notes related list
- C. Case Chatter feed
- D. Case activity feed

**Answer: A**

Explanation:

Explanation

Social Post record is where the conversations with customers on Facebook and Twitter are tracked in Salesforce. Social Post is a standard object that represents a post or comment on a social network, such as Facebook or Twitter. Social Post records can be linked to other records, such as cases, contacts, or leads, and can be viewed and managed in the Service Console. Verified References: : Social Post Object

### NEW QUESTION # 103

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