

# Salesforce CRT-261 Training For Exam & Customizable CRT-261 Exam Mode



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Are you considering taking the Salesforce CRT-261 exam? Passing this exam can be a challenge if you don't prepare with the right study material. Itcerttest provides accurate and authentic Salesforce CRT-261 Exam Questions to help you prepare for the Certification Preparation for Service Cloud Consultant. Itcerttest strives to provide quality information and a comfortable learning environment for Salesforce CRT-261 Exam candidates. The study material is available in two formats: Salesforce CRT-261 exam questions in pdf format and an online Salesforce CRT-261 practice test engine. Both formats are designed to help you clear the Certification Preparation for Service Cloud Consultant (CRT-261) with ease.

Salesforce CRT-261 Certification is ideal for professionals who are looking to enhance their career in the field of Service Cloud. Certification Preparation for Service Cloud Consultant certification is recognized globally and is highly valued by employers. Certification Preparation for Service Cloud Consultant certification validates the candidate's knowledge and skills in Service Cloud and provides them with a competitive advantage in the job market.

>> Salesforce CRT-261 Training For Exam <<

## Customizable CRT-261 Exam Mode & CRT-261 Practice Exams Free

The Salesforce CRT-261 certification exam is a valuable asset for beginners and seasonal professionals. If you want to improve your career prospects then CRT-261 certification is a step in the right direction. Whether you're just starting your career or looking to advance your career, the CRT-261 Certification Exam is the right choice. With the CRT-261 certification you can gain a range of career benefits which include credibility, marketability, validation of skills, and access to new job opportunities.

## Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q14-Q19):

### NEW QUESTION # 14

If a Case cannot be resolved after Tier 1 has performed their troubleshooting steps, the case must be escalated to Tier 2 support. Tier 2 has additional troubleshooting steps. How can a Consultant configure the Lightning Service Console to support this requirement?

- A. Configure a Visual Flow Troubleshooting Action
- B. Enable Omni-Channel Case assignment
- C. Implement Lightning Guided Engagement
- D. Define separate Record Types for Tier 1 and Tier 2

**Answer: A,C**

## NEW QUESTION # 15

Universal Containers (UC) has implemented Knowledge-Centered Support (KCS). Specific article types and categories require approval. Both the "Publish Articles" and the "Submit for Approval" buttons are available on page layouts. Agents are forgetting to submit certain article types for approval. UC wants to automate the Approval Process.

What should a consultant recommend to meet the requirement?

- A. Use a scheduled action to determine when article approvals are needed.
- **B. Use a record-triggered flow to submit all articles for approval.**
- C. Use a record-triggered flow to determine when article approvals are needed.

### Answer: B

Explanation:

Comprehensive and Detailed Explanation:

To automate the submission of articles for approval in Salesforce Knowledge, especially when certain article types and categories require approval, a record-triggered flow can be utilized. This flow can be configured to automatically submit articles for approval upon creation or update, ensuring that the approval process is initiated without relying on agents to manually submit articles.

From Salesforce Help:

"Create an Approval Process and use After-save Record-Triggered Flow to automatically submit the record into the Approval Process."

-Auto Submit Record into Approval Process with Flow

By implementing this solution, UC can ensure that articles requiring approval are consistently submitted through the appropriate approval processes, aligning with KCS practices and reducing the risk of agents forgetting to initiate approvals.

## NEW QUESTION # 16

If a Case cannot be resolved after Tier 1 has performed their troubleshooting steps, the case must be escalated to Tier 2 support. Tier 2 has additional troubleshooting steps. How can a Consultant configure the Lightning Service Console to support this requirement?

- A. Configure a Visual Flow Troubleshooting Action
- B. Enable Omni-Channel Case assignment
- **C. Implement Lightning Guided Engagement**
- D. Define separate Record Types for Tier 1 and Tier 2

### Answer: C

Explanation:

Lightning Guided Engagement is a feature that allows you to create and display interactive guides for agents in the Lightning Service Console. Lightning Guided Engagement uses flows to define the steps and logic for each guide, such as displaying prompts, collecting inputs, updating records, or branching based on conditions.

You can then use the Engagement component to embed the guides in the Service Console and trigger them based on record criteria, such as case status, priority, or product. Lightning Guided Engagement can help you configure the Lightning Service Console to support different troubleshooting steps for Tier 1 and Tier 2 support by creating different guides for each tier and displaying them based on the case record type or owner.

Verified References: Service Cloud Consultant Certification Guide & Tips, Create Interactive Guides with Lightning Guided Engagement

## NEW QUESTION # 17

Universal Containers plans to migrate its existing knowledge base into Salesforce Knowledge.

Which three statements must be considered?

Choose three answers

- **A. Each article must be associated to an article type**
- B. A separate .csv import file is uploaded for each data category
- C. One .csv import file is uploaded for all article types
- **D. Attachments and .html files must be referenced in a corresponding .zip file**
- **E. A separate .csv import file is uploaded for each article type**

### Answer: A,D,E

## NEW QUESTION # 18

Universal Containers contact center has experienced an increased number of customer questions due to a growing product portfolio. Which two solutions should a consultant recommend to minimize the need to hire more agents? Choose 2 answers

- A. Chatter Questions
- B. Live Agent
- C. Web -to -Case
- D. Community

**Answer: A,D**

## NEW QUESTION # 19

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