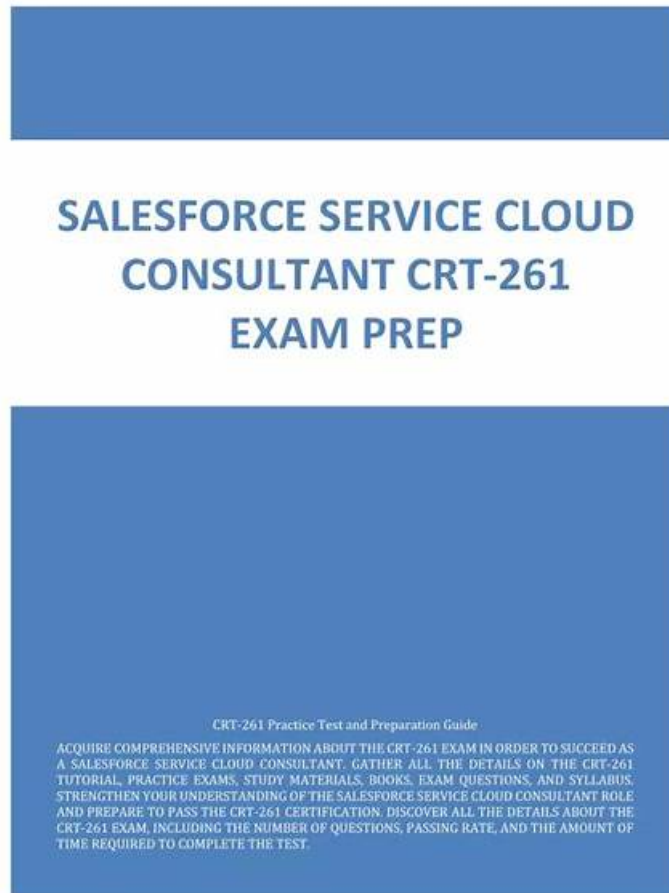


# 100% Pass 2026 Salesforce Accurate CRT-261: Test Certification Preparation for Service Cloud Consultant Centres



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## The benefit in Obtaining the CRT-261 Exam Certification

- After completing the Salesforce Certified Service Cloud Consultant certification Candidate becomes a solid, well-rounded Salesforce Certified Service Cloud Consultant.
- If the Candidate has the desire to move up to a higher-paying position in an organization. This certification will help as always.
- When an organization hiring or promotion an employee, then the decision is made by human resources. Now while Candidate may have an IT background, they do their decisions in a way that takes into record many different factors. One thing is candidates have formal credentials, such as the Service Cloud Consultant.
- A candidate might have incredible IT skills. Employers that do the hiring need to make decisions based on limited information and as it always. When they view the official Salesforce Certified Service Cloud Consultant certification, they can be guaranteed that a candidate has achieved a certain level of competence.

The Salesforce CRT-261 Exam is composed of 60 multiple-choice questions and takes 105 minutes to complete. The passing score for the exam is 67%, and it is available in English, Japanese, and Portuguese. CRT-261 exam can be taken online, and candidates must register for it through the Salesforce website.

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## Salesforce CRT-261 Practice Exam Software For Windows Users

The main benefit of Salesforce CRT-261 exam dumps in hand experience in technical subjects is that you shall know its core points. You don't have to just note the points and try remembering each. You shall know the step-wise process of how you can execute a procedure and not skip any CRT-261 point. Experience gives you a clear insight into everything you study for your Salesforce certification exam. So, when you get the Certification Preparation for Service Cloud Consultant CRT-261 exam dumps for the exam, make sure that you get in hand experience with all the technical concepts.

## Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q61-Q66):

### NEW QUESTION # 61

Universal Containers wants to display a history of all of today's changes to a case in the order that occurred on a single page view. This requirement includes comments, emails, and edit to case fields. What tool should a consultant recommend to implement this requirement?

- A. Visualforce custom page Questions & Answers PDF Page 6
- **B. Salesforce Console for Service**
- C. Auto launch flow
- D. Process Builder

**Answer: B**

Explanation:

Salesforce Console for Service is a tool that can implement the requirement of displaying a history of all of today's changes to a case in the order that occurred on a single page view. Salesforce Console for Service is a workspace that allows agents to manage multiple cases and interactions on a single screen. It includes a feed-based layout that shows a history of all the changes to a case, such as comments, emails, and edits to case fields, in chronological order. Verified References: :

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### NEW QUESTION # 62

Cloud Kicks (CK) recently implemented Knowledge Centered Support to improve the expertise of its agents. The pilot focused on creating articles for the most common support topics. After the pilot, customer satisfaction has improved and average call time has decreased. To continue improving KPIs, CK wants to know where to focus its efforts next. Which Knowledge dashboard should a consultant use?

- A. Search Activity Gaps
- **B. Top Articles sorted descending**
- C. Most Linked Articles
- D. Most Revised Articles

**Answer: B**

### NEW QUESTION # 63

Universal Containers is evaluating whether to implement On-Demand Email-to-Case or Email-to-Case and needs to ensure the solution selected will meet its requirements.

Which customer requirement would require the use of Email-to-Case?

- **A. Accepts email attachments larger than 10 MB**

- B. Requires the use of Transport Layout Security (TLS)
- C. Accepts attachments from emails
- D. Handles more the 10,000 emails a day

**Answer: A**

#### NEW QUESTION # 64

to help service agents more accurately respond to cases universal containers wants a list of relevant knowledge articles to be displayed on case record page.

- A. Add the knowledge related list to the case record page
- **B. Add knowledge component to case record page**
- C. Add knowledge data categories to each case
- D. Add the knowledge tab to the service console

**Answer: B**

#### NEW QUESTION # 65

to help service agents more accurately respond to cases universal containers wants a list of relevant knowledge articles to be displayed on case record page.

- A. Add the knowledge related list to the case record page
- **B. Add knowledge component to case record page**
- C. Add knowledge data categories to each case
- D. Add the knowledge tab to the service console

**Answer: B**

Explanation:

Adding knowledge component to case record page is a solution that can enable Universal Containers to display a list of relevant knowledge articles on case record page. Knowledge component is a Lightning component that allows agents to search, view, and attach articles to cases from the case record page.

Knowledge component also shows suggested articles based on the case information and the agent's profile.

Verified References: : [https://help.salesforce.com/s/articleView?id=sf.knowledge\\_lightning\\_component.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.knowledge_lightning_component.htm&type=5) : [https://help.salesforce.com/s/articleView?id=sf.knowledge\\_lightning\\_component\\_suggested.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.knowledge_lightning_component_suggested.htm&type=5)

#### NEW QUESTION # 66

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The Salesforce CRT-261 certification exam is most useful for candidates who are from the working class, but students who are still in school can also use Salesforce CRT-261 dumps in place of searching for other exam-related literature. In order to put it simply, we can state that the Salesforce CRT-261 Practice Questions are the only thing that can save you from failing the challenging CRT-261 certification exam.

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