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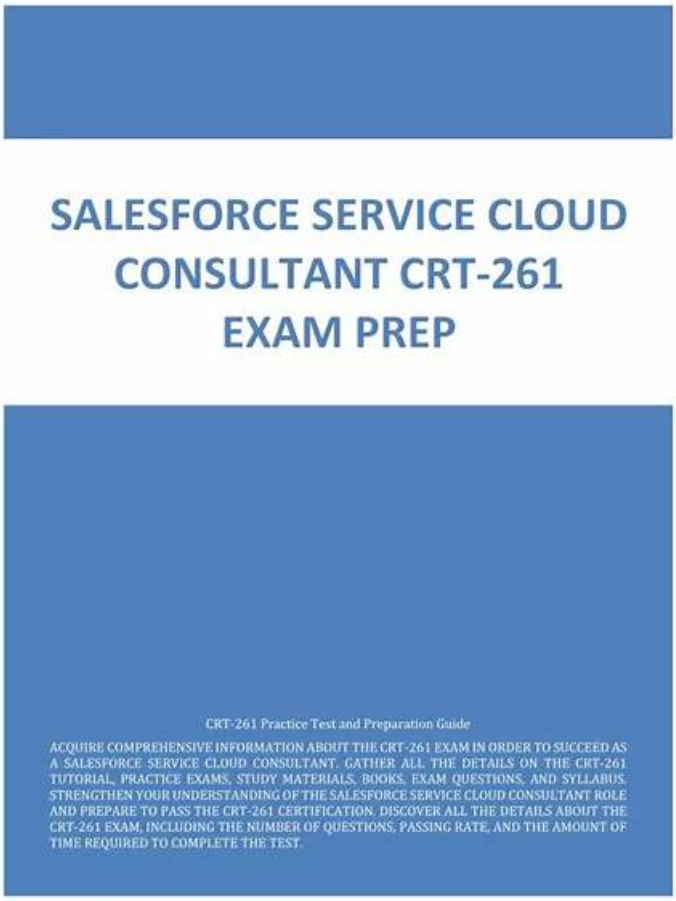

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Salesforce CRT-261 Exam Reference

Salesforce CRT-261 Certification Exam is intended for professionals who work as Service Cloud consultants, administrators, or developers. These individuals are responsible for designing, implementing, and maintaining Service Cloud solutions for their organizations. CRT-261 exam is also suitable for professionals who work as customer service managers or in other customer-facing roles and want to demonstrate their expertise in the Service Cloud.

Salesforce CRT-261 Exam is a must-have certification for anyone looking to advance their career in the Salesforce ecosystem, particularly in the Service Cloud domain. Passing CRT-261 exam demonstrates the candidate's expertise in Service Cloud and validates their ability to provide solutions that meet the needs of customers and organizations alike.

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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q33-Q38):

NEW QUESTION # 33
Cloud Kicks (CK) provides customized support based on product line and plans to expand from voice-only support Support agents are certified on one or more specific product lines.
CK would like to provide support through chat, social, email, video, and web and are striving for a consistent customer experience. Agents will be trained in one or two of the new support methods, in addition to voice support.
What is the recommended solution to meet the requirements?

- A. Omni-Channel with Skills-Based Routing.
- B. Live Agent and Live Message
- C. Experience Cloud with self-support
- D. Knowledge One with Article Recommendations

Answer: A

Explanation:
Explanation
Omni-Channel with Skills-Based Routing is the recommended solution to meet the requirements of Cloud Kicks (CK). Omni-Channel is a feature that allows you to manage the distribution and prioritization of work items (such as cases, chats, leads, or orders) across different channels (such as voice, chat, social, email, video, and web) and agents. Skills-Based Routing is a type of routing model that assigns work items to agents based on their skills and skill levels. For example, an agent who is certified on a specific product line and trained in chat support can receive chat requests related to that product line. Omni-Channel with Skills-Based Routing can help CK provide support through multiple channels, ensure a consistent customer experience, and match work items with agent expertise. Verified References: Service Cloud Consultant Certification Guide & Tips, Omni-Channel Overview, Set Up Skills-Based Routing

NEW QUESTION # 34
Cloud Kicks customers need a method to create cases without a login. Managers are concerned that public options will increase the number of spam cases created.
What is the recommended option to prevent the creation of spam cases?

- A. On-Demand Email-to-Case Threading
- B. Web-to-Case with reCAPTCHA enabled
- C. Web-to-Case with Einstein Case Classification

Answer: B

Explanation:
To enable case creation without login while preventing spam, using Web-to-Case with reCAPTCHA enabled is recommended. reCAPTCHA provides an additional layer of security by verifying that case submissions are made by humans, effectively reducing the likelihood of spam cases and maintaining the integrity of case data in Salesforce.

NEW QUESTION # 35

Cloud Kiks uses Dialer and one-lick calling to initiate phoe calls to customers. They have recently recived complaints from customers who have set their communication preference to email only or text only.
What should a consultant recommend to meet the requirements?

- A. Use Dynamic Forms to conditionally hide the one-click field.
- B. Configuration a Validation Rule to block on-click calling.
- C. Set the Contact Do not Call field value to true.
- D. Configure Dialer to use Voicemail Crop by default.

Answer: C

Explanation:
Setting the Contact Do not Call field value to true is a solution that can prevent one-click calling to customers who have set their communication preference to email only or text only. The Do not Call field is a standard field on the Contact object that indicates whether the contact does not want to receive phone calls. Setting this field to true will disable the one-click calling feature for that contact and show a warning message if an agent tries to call them. Verified References: : https://help.salesforce.com/s/articleView?id=sf.contact_fields.
htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.dialer_one_click_calling.htm&type=5

NEW QUESTION # 36
Universal Containers recently deployed a Salesforce Knowledge implementation, but is looking to evaluate the quality of the articles being produced.
What should the Consultant recommend to gather information on Knowledge article usefulness?

- A. Contact Salesforce to send a report on article efficacy.
- B. Send out a monthly survey to customers requesting feedback.
- C. Install Knowledge Base Dashboards and Reports AppExchange package.
- D. Create a group of super users that will evaluate and manage articles.

Answer: C

Explanation:
The Knowledge Base Dashboards and Reports AppExchange package is a free package that provides pre-built dashboards and reports to help you measure and improve your knowledge base. You can use this package to gather information on knowledge article usefulness, such as article ratings, views, feedback, searches, and gaps. Verified References: Knowledge Base Dashboards and Reports

NEW QUESTION # 37
A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system.
A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system.
Which two metrics can be used to assess the success of the new workforce management system? Choose 2 answers

- A. Quality monitoring score
- B. Agent utilization
- C. Schedule adherence
- D. Number of calls offered

Answer: B,C

Explanation:
Agent utilization is the percentage of time that agents are occupied with handling customer interactions or after-call work. It is a measure of how efficiently agents are using their time. Schedule adherence is the degree to which agents stick to their planned work schedules. It is a measure of how well agents follow their assigned shifts, breaks, and lunches. Both metrics can be used to assess the success of a new workforce management system, as they indicate how well the system is optimizing agent productivity and availability. Verified References: Service Cloud Consultant Certification Guide & Tips, Workforce Engagement

NEW QUESTION # 38

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