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The CRT-261 exam is a proctored exam that consists of 60 multiple-choice questions. Candidates have 105 minutes to complete the exam and must achieve a passing score of 68% or higher. CRT-261 exam is available in several languages, including English, Spanish, Portuguese, French, German, and Japanese. Salesforce recommends that candidates have at least six months of experience working with Service Cloud before taking the CRT-261 Exam. Achieving this certification demonstrates a candidate's ability to successfully implement Service Cloud solutions and can enhance their career opportunities in the Salesforce ecosystem.

>> CRT-261 High Quality <<

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The importance of learning is well known, and everyone is struggling for their ideals, working like a busy bee. We keep learning and making progress so that we can live the life we want. Our CRT-261 practice test materials help users to pass qualifying examination to obtain a CRT-261 qualification certificate are a way to pursue a better life. If you are a person who is looking forward to a good future and is demanding of yourself, then join the army of learning to pass the CRT-261 Exam. Choosing our CRT-261 test question will definitely bring you many unexpected results!

Salesforce CRT-261 Certification Exam covers a range of topics, including Service Cloud architecture, data modeling, case management, and contact center operations. Candidates are also tested on their knowledge of Salesforce features such as Omni-Channel, Service Cloud Console, and Live Agent. To pass the exam, candidates must demonstrate their ability to design and implement a Service Cloud solution, including the ability to configure and customize Service Cloud features.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q99-Q104):

NEW QUESTION # 99
Cloud Kicks (CK) provides support 24 hours a day, 7 days a week. CK contracts with an external third-party help desk to provide support outside of normal business hours.
The external service agents and external support managers use Experience Cloud to create cases. External support managers need to view and execute reports with the ability to "Run as specified user.
What is the recommended Experience Cloud license to meet the requirements?

- A. Service Cloud Portal
- B. Customer Community Login
- C. High Volume Customer Portal
- D. Partner Community Login

Answer: D

Explanation:
Partner Community Login is an Experience Cloud license that allows external users such as partners or resellers to access Salesforce features such as reports, dashboards, leads, opportunities, etc. This license also allows external users to run reports as specified users, which means they can see report results based on another user's data access level. This license meets the requirements of external support managers who need to view and execute reports with this ability. Verified References: [Experience Cloud User Licenses]

NEW QUESTION # 100
Universal Containers (UC) is configuring a self-service page for customers to find Knowledge articles and create cases. UC has recently requested that an Einstein Bot be placed on the page, but wants to ensure that the bot only directs cases to live agents during normal business hours and observes holidays.
How should a consultant meet this requirement?

- A. Configure the Einstein Bot to direct customers to an agent except for designated holidays and instruct Omni-Channel agents to sign off at the end of business
- B. Configure the Einstein Bot with a default message when customers log a case letting them know they should expect a delayed response outside of business hours. hours or on holidays.
- C. Configure the Einstein Bot with an Action that queries for the Default Business Hours and active Holiday records and directs the customer to a case form when agents are unavailable.

Answer: C

Explanation:
To meet the requirement of directing cases to live agents only during business hours and considering holidays, configuring the Einstein Bot with an action to check for Default Business Hours and active Holiday records is recommended. This ensures that customers are directed to submit a case form when live agent support is not available, maintaining service expectations.

NEW QUESTION # 101
Universal Containers recently implement Service Cloud. The Support Manager notices that cases are being distributed unevenly across the team.

What should the consultant recommend to address this problem

- A. Configure Case Assignment Rules to use Users.
- B. Configure Case Assignment Rules to use Queues.
- C. Configure Omni-Channel Routing Model as Least Active.
- D. Configure Omni-Channel Routing Model as Most Available.

Answer: B

Explanation:
Explanation
Case assignment rules are used to automatically assign cases to users or queues based on certain criteria, such as case origin, type, priority, or product. Queues are collections of records that can be accessed by multiple users who share the same job function or skill. By configuring case assignment rules to use queues, the Support Manager can ensure that cases are distributed evenly across the team and that agents can work on the cases that match their expertise or availability. Verified References: Service Cloud Consultant Certification Guide & Tips, Set Up Case Assignment Rules, Set Up Queues

NEW QUESTION # 102
universal containers wants to unify channels and manage agent workload with omni-channel routing.what required step should a consultant address before configuring omni channel ?what required step should a consultant address before configuring omni channel ?

- A. Create SF cases to have omni channel enabled
- B. From setup select omnichannel and select enable omni channel
- C. customize service channel settings to define how the org receives work various sources
- D. create the necessary objects in SF

Answer: C

Explanation:
Explanation
Customizing service channel settings to define how the org receives work from various sources is a required step that the consultant should address before configuring Omni-channel. Service channels are settings that allow administrators to specify how different types of work items, such as cases, chats, or leads, are routed and handled by Omni-channel. Service channels need to be defined and enabled before setting up routing configurations and rules for Omni-channel. Verified References: :
https://help.salesforce.com/s/articleView?id=sf.omnichannel_overview.htm&type=5 :
https://help.salesforce.com/s/articleView?id=sf.omnichannel_service_channels.htm&type=5

NEW QUESTION # 103
universal containers is implementing a customer community to provide self service options to its B2C customers.Which two features should a consultan recommend.

- A. Chatter Answers
- B. Contacts
- C. Cases
- D. Contracts and SLASs

Answer: A,C

Explanation:
These are two features that a consultant should recommend to implement a customer community to provide self-service options to its B2C customers. Chatter Answers is a feature that allows customers to post questions, provide answers, and comment on other posts in the community. Chatter Answers can help customers find solutions from other customers or experts without creating a case. Cases is a feature that allows customers to create, view, and manage cases online in the community. Cases can help customers get support from agents when they cannot find answers from other sources. Verified References: : https://help.salesforce.com/s/articleView?id=sf.networks_chatter_answers_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.networks_cases_overview.htm&type=5

NEW QUESTION # 104

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