

Quiz Salesforce - Updated CRT-261 - Certification Preparation for Service Cloud Consultant Actual Test Answers



Questions and Answers (PDF)

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Salesforce CRT-261: Certification Preparation for Service Cloud Consultant is a certification exam designed to evaluate the knowledge and skills of the candidates in the field of Service Cloud. CRT-261 Exam is aimed at professionals who are involved in the implementation of Service Cloud solutions in their organizations. Certification Preparation for Service Cloud Consultant certification confirms that the candidate has a thorough understanding of the various concepts and tools related to Service Cloud.

[**>> CRT-261 Actual Test Answers <<**](#)

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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q172-Q177):

NEW QUESTION # 172

universal containers wants to monitor customers social media reactions and opinions. Agents also want to see recent cases that customer logged.

- A. Omni channel
- B. Custom lightning component
- C. Appexchange solution
- D. Social Conversation component

Answer: D

Explanation:

Social Conversation component is a feature that can enable Universal Containers to monitor customers' social media reactions and opinions, as well as see recent cases that customers logged. Social Conversation component allows agents to view and reply to social posts from customers using Social Customer Service. It also shows related records, such as cases, contacts, or accounts, that are linked to the social posts. Verified References: : https://help.salesforce.com/s/articleView?id=sf.social_customer_service_overview.htm&type=5

: https://help.salesforce.com/s/articleView?id=sf.social_customer_service_component.htm&type=5

NEW QUESTION # 173

Universal Containers recently rolled out a Salesforce knowledge implementation; however, users are finding unreliable and unrelated Knowledge Articles displayed in the Knowledge One widget in the Salesforce Console. Which two actions should a Consultant recommend to address the lack of quality checking? Choose 2 answers

- A. Require that an article be added when closing a case
- B. Restrict the Manage Articles user permission
- C. Enable and configure wildcards for article searches
- D. Set up an intuitive Data Category hierarchy

Answer: C,D

Explanation:

Explanation

These are two actions that can address the lack of quality checking in the Knowledge One widget in the Salesforce Console. Setting up an intuitive Data Category hierarchy is an action that can help organize and filter knowledge articles by topic or type. Data Categories can help agents find relevant articles based on their search criteria or case information. Enabling and configuring wildcards for article searches is an action that can help improve the accuracy and flexibility of article searches. Wildcards are symbols that can be used to replace one or more characters in a search term, such as * or ?. Wildcards can help agents find articles that match partial or variant words. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.knowledge_categories_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.knowledge_categories_manage.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.knowledge_search_wildcards.htm&type=5

NEW QUESTION # 174

A consultant has been asked to advise Cloud Kicks (CK) on how to manage 5 years of case data so it is available to customers upon request.

Which feature will help CK users archive and access the case information from an External Object?

- A. Salesforce connect
- B. Salesforce Case History Object
- C. Salesforce Big Object

Answer: A

Explanation:

Salesforce Big Objects are purpose-built to handle large volumes of data-ideal for archiving long-term historical records such as 5 years of case data. They store data natively within Salesforce while minimizing impact on standard object storage limits.

Big Objects support custom definitions and can be queried using Async SOQL for efficient data retrieval.

This is well-suited for scenarios where data is infrequently accessed but must remain available for auditing or customer service inquiries. Unlike Salesforce Connect, which displays external data, Big Objects retain the data within Salesforce, which is key for compliance and availability needs.

References:https://developer.salesforce.com/docs/atlas.en-us.bigobjects.meta/bigobjects/big_object.htm

https://resources.docs.salesforce.com/latest/latest/en-us/sfdc/pdf/big_objects_guide.pdf

NEW QUESTION # 175

Universal Containers (UC) has hired a consulting firm to implement its new Service Cloud platform and requires quick iterations and a speedy project completion. UC has requested frequent project updates for check-ins and refinement.

Which methodology should the Consultant recommend given the requirements?

- A. Agile
- B. Waterfall
- C. Force.com IDE
- D. Kanban

Answer: A

NEW QUESTION # 176

Which approach should a consultant use to ensure that Lightning Knowledge searches only display articles for a service agent's product specialization?

- A. Create a data category for each product. Assign data categories to service agents.
- B. Create a permission set for each record type. Assign permissions to service agents.
- C. Create an article action for each record type. Assign record types to service agents.

Answer: A

Explanation:

Creating a data category for each product and assigning these categories to service agents based on their product specialization ensures that agents only see relevant articles during Lightning Knowledge searches. This approach streamlines access to information and enhances support efficiency for specific product lines.

NEW QUESTION # 177

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