

# Salesforce CRT-261 PDF Format for Easy Access



## Salesforce CRT-261

Prepare for your Service Cloud Consultant Certification  
Exam

Questions & Answers PDF  
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Salesforce CRT-261 Certification Preparation for Service Cloud Consultant Exam is a certification that is designed for professionals who want to prove their expertise in the implementation and management of Salesforce Service Cloud solutions. Certification Preparation for Service Cloud Consultant certification is ideal for individuals who are interested in advancing their careers in the customer service and support field. It is also perfect for those who desire to demonstrate their knowledge of Salesforce Service Cloud and its related technologies.

Salesforce CRT-261 Exam is a challenging certification for anyone interested in becoming a Service Cloud Consultant. CRT-261 exam is designed to assess an individual's knowledge of the Service Cloud, including the various tools, features, and functionalities available within Salesforce. Successful completion of CRT-261 exam demonstrates a candidate's expertise in the implementation and management of the Service Cloud for clients.

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## Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q86-Q91):

### NEW QUESTION # 86

The Universal Containers contact center offers support through phone, email, public website, and a Community. The contact center manager wants to demonstrate the success of recent self-service initiatives to executive management.

Which two reports should the contact center manager present to executive management?

Choose 2 answers

- A. Number of cases created - - Site by month
- B. Number of IVR inquiries without agent involvement.
- C. Number of cases closed by a self-service user
- D. Average call handle time by team.

**Answer: A,C**

### NEW QUESTION # 87

Universal Containers needs to improve Customer Satisfaction, Average Handle Time, and First Call Resolution KPI scores across their Customer Service, Technical Support, and Field Service Contact Centers. Which two items should a Consultant consider to improve the KPI scores? Choose 2 answers

- A. Service Console Profile Assignments
- B. Service Console Knowledge Components
- C. Data Categories and Article Actions
- D. Data Categories and Article Types

**Answer: B,D**

### NEW QUESTION # 88

A company has implemented Salesforce Service Cloud. The company needs Key Performance Indicators (KPIs) to ensure that its customer support service center is profitable. Which three metrics can be used to help executive management understand service center costs? Choose 3 answers

- A. All open cases by Channel
- B. All Cases closed Month-to-date
- C. Case resolution time
- D. All Cases by Customer
- E. All open Cases by Priority

**Answer: B,C,D**

Explanation:

Explanation

All Cases closed Month-to-date, Case resolution time, and All Cases by Customer are metrics that can be used to help executive management understand service center costs. All Cases closed Month-to-date shows the number of cases that have been resolved within a given month. This metric can indicate the productivity and efficiency of the service center. Case resolution time shows the

average time it takes to close a case from the moment it is created. This metric can reflect the quality and effectiveness of the service center. All Cases by Customer shows the distribution of cases across different customers or accounts. This metric can reveal the profitability and loyalty of different customer segments. Verified References: Service Cloud Consultant Certification Guide & Tips, Reports and Dashboards Overview

### NEW QUESTION # 89

Universal Containers has determined that case list views are slow to load because of the large number of cases in the system. Which two actions will improve the performance of the list views? Choose 2 answers

- A. Filter the views by case owner.
- B. Reduce the number of fields displayed.
- C. Restrict visibility of the views.
- D. Remove filter criteria from the views.

**Answer: A,B**

Explanation:

These are two actions that will improve the performance of the case list views that are slow to load because of the large number of cases in the system. Filtering the views by case owner will limit the number of records returned by the views and make them load faster. Reducing the number of fields displayed will also reduce the amount of data rendered by the views and improve their speed.

Verified References: : [https://help.salesforce.com/s/articleView?id=sf.reports\\_listviews\\_bestpractices.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.reports_listviews_bestpractices.htm&type=5)

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### NEW QUESTION # 90

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. Most Revised Articles
- C. Top Articles sorted descending
- D. Most Linked Articles

**Answer: D**

### NEW QUESTION # 91

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