

Salesforce CRT-261 Valid Test Bootcamp - Valid CRT-261 Study Plan



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Salesforce CRT-261 (Certification Preparation for Service Cloud Consultant) Certification Exam is a certification program designed for professionals who are looking to validate their expertise in Salesforce Service Cloud. Certification Preparation for Service Cloud Consultant certification offers a great opportunity for individuals who want to improve their career prospects in the Salesforce ecosystem. CRT-261 exam is designed to test the knowledge and skills of the candidates related to Salesforce Service Cloud, including its functionality, features, and capabilities.

Passing the Salesforce CRT-261 Exam demonstrates that a professional has the knowledge and skills required to design, implement, and manage the Service Cloud platform. Certification Preparation for Service Cloud Consultant certification is highly valued in the industry and can lead to new career opportunities and higher salaries. Additionally, certified professionals can help organizations to improve their customer service operations and drive business growth.

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Salesforce's CRT-261 (Certification Preparation for Service Cloud Consultant) exam is designed for professionals who wish to demonstrate their expertise in implementing and consulting on Service Cloud solutions. Certification Preparation for Service Cloud Consultant certification exam evaluates the candidate's understanding of Service Cloud best practices, industry-specific applications, and complex service solutions. CRT-261 Exam is designed for individuals who have hands-on experience with the Service Cloud platform and are well-versed in Salesforce's suite of products and services.

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

NEW QUESTION # 86

Cloud Kicks (CK) has a service performance dashboard to manage its entire support organization. Now, CK would like to understand performance from different perspectives, such as by product line or case close date quarter. What is the recommended solution to meet the requirements?

- A. Add multiple Dashboard Filters.
- **B. Use a Dynamic Dashboard based on running user.**
- C. Ensure View All Data is not assigned to users.
- D. Configure the dashboard refresh schedule.

Answer: B

NEW QUESTION # 87

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

Answer: B

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 # 88

Which two configuration steps are required before quick actions can be used in Macros?

- A. Global Actions needs on the publisher layout.
- **B. Quick Actions must be enabled in the org.**
- **C. The specific quick action must be added to the case Feed.**
- D. The specific quick action must be added to the case record Type.

Answer: B,C

NEW QUESTION # 89

UC must provide contact center agents with access to a customer's payment history if the call concerns a billing problem. The following considerations need to be taken into account: Billing problems account for less than 5% of the calls. Billing data is stored in an external system containing over 20 million records. Agents do not want to maintain separate login sessions for Salesforce and the billing system. What solution should a consultant recommend?

- A. Import payment data into Salesforce and add to the contact page layout related list
- B. Create a custom web service to handle invoice inserts and updates from the billing system
- C. Create a custom tab of type URL that displays a search page from the billing system
- **D. Create a Visualforce page that retrieves payment information via a Web Service call-out**

Answer: D

NEW QUESTION # 90

Universal Containers wants a mechanism that provides customers access to product installation guides, warranty information.

- A. Create a Customer Experience Cloud site.
- B. Configure Web-to-Case.
- C. Implement Recommended Articles.
- D. Deploy a Partner Central Community.

Answer: A

Explanation:
Explanation

A Customer Experience Cloud site is a solution that allows customers to access self-service portals, knowledge bases, and communities. It can be used to provide customers with product installation guides, warranty information, and other relevant content.

Verified References: :

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

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

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