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Salesforce CRT-261 Exam is a multiple-choice exam consisting of 60 questions that must be completed within 105 minutes. CRT-261 exam is available in English and Japanese and can be taken online or in person at a testing center. To pass the exam, candidates must achieve a minimum score of 68%. Those who pass the exam will receive the Salesforce Certified Service Cloud Consultant credential, which is recognized globally and demonstrates a high level of expertise in Salesforce Service Cloud implementation. Overall, the CRT-261 Exam is a challenging and comprehensive exam that tests the skills and knowledge required to become a successful Salesforce Service Cloud Consultant.

Salesforce CRT-261 Certification Exam covers a range of topics including service cloud architecture, data and security, case management, knowledge management, contact center analytics, and integration. Candidates must demonstrate their knowledge and skills in these areas to pass the exam and obtain the certification. Certification Preparation for Service Cloud Consultant certification is a valuable asset for professionals who work in customer service and support as it demonstrates their expertise in Salesforce tools and technologies.

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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q46-Q51):

NEW QUESTION # 46

Universal Containers is preparing to implement Service Cloud for its global Support team. Requirements gathering sessions have resulted in a large set of required deliverables.

What should a consultant recommend as the next step?

- A. Provide a timeline that addresses all the requirements.
- B. Organize the requirements from largest to smallest.
- **C. Identify the requirements needed for initial GoLive.**
- D. Prioritize the requirements based on who submitted them.

Answer: C

Explanation:

Identifying the requirements needed for initial GoLive is the recommended next step after gathering a large set of required deliverables for implementing Service Cloud. Identifying the requirements needed for initial GoLive involves prioritizing the requirements based on their importance, urgency, complexity, and dependency. This can help determine the scope and timeline of the project, as well as the resources and budget needed. Identifying the requirements needed for initial GoLive can also help avoid scope creep, manage expectations, and ensure a successful implementation. Verified References: Service Cloud Consultant Certification Guide & Tips, Project Management Best Practices

NEW QUESTION # 47

The VP of Services at Universal Containers wants to reduce call center staffing. One of the initiatives is to deflect customer's interaction with a support agent while still providing relevant answers to the customer.

How can a consultant automate the use of suggested articles to accomplish this goal?

- A. While holding for a support agent
- B. Web-to-case question
- **C. An email to case inquiry**
- D. On-demand email to case

Answer: C

NEW QUESTION # 48

Cloud Kicks is preparing to deploy Omni-Channel Resolution to dispatch work items to service agents. The Head of Service wants to know what should be done during high volume incidents where over 200,000 cases are opened.

- A. Use a Least Active Routing Model which will assign to the agent that is the least over capacity.
- B. Use a Most Available Routing Model which will assign to the agent that be available next.
- C. Set Work Item Size Percentage of Capacity to only consume part of an agent's availability.
- **D. Configure an Overflow Assignee with a user or queue outside the routing configuration.**

Answer: D

Explanation:

Explanation

This is the recommended solution to handle high volume incidents where over 200,000 cases are opened. An Overflow Assignee is an option that can be configured in Omni-Channel Routing Configurations, which allows CK to specify a user or queue that will receive work items when the routing configuration reaches its maximum capacity. An Overflow Assignee can help CK distribute the workload and avoid losing work items during peak periods. Verified References: : Overflow Assignee

NEW QUESTION # 49

Cloud Kicks (CK) wants to increase the number of articles in its knowledge base while maintaining article quality. CK plans to allow all service agents to create articles. The company would like a recommendation on how to maintain its article quality. What is the recommended method to meet the requirements?

- A. Article Translation
- B. Apex Trigger
- C. Smart Links
- **D. Approval Process**

Answer: D

Explanation:

Explanation

Approval Process is a method that can maintain the article quality while allowing all service agents to create articles. Approval Process is a feature that allows administrators to define the steps and criteria for approving records, such as articles, in Salesforce. Approval Process can be used to ensure that each article created by an agent is reviewed and approved by a subject matter expert before becoming available to users. Verified References: : https://help.salesforce.com/s/articleView?id=sf.approvals_overview.htm&type=5 :

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

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NEW QUESTION # 50

Universal Containers (UC) recently expanded sales to Mexico and Canada.

a. UC wants OmniChannel to route cases to agents who speak the customer's preferred language and have the right knowledge to solve the issue.

Which solution should a consultant recommend to meet the requirements?

- **A. Configure Omni-Channel Skills-based Routing.**
- B. Configure Omni-Channel Queue-Based Routing.
- C. Configure Case Assignment rule and Omni-Channel Supervisor.

Answer: A

Explanation:

To meet the requirement of routing cases based on language proficiency and knowledge area, Omni-Channel Skills-based Routing is the best solution. Skills-based routing allows cases to be directed to agents who possess the specific skills required to handle the case, such as language fluency and product expertise, ensuring efficient and effective case resolution.

NEW QUESTION # 51

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