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Salesforce CRT-261 Exam is a must-have certification for anyone looking to advance their career in the Salesforce ecosystem, particularly in the Service Cloud domain. Passing CRT-261 Exam demonstrates the candidate's expertise in Service Cloud and validates their ability to provide solutions that meet the needs of customers and organizations alike.

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test and I would like to give you a brief introduction now.

Salesforce CRT-261 exam is designed to assess the knowledge and skills of professionals who are responsible for designing and implementing Salesforce Service Cloud solutions. CRT-261 exam is intended to validate the candidate's ability to design and implement Service Cloud solutions that meet customer needs and help organizations achieve their business goals. CRT-261 exam covers a range of topics including service cloud architecture, data modeling, case management, knowledge management, omni-channel routing, and integration with other Salesforce clouds. CRT-261 exam consists of 60 multiple-choice questions and has a time limit of 105 minutes. Candidates who pass the exam will earn the Salesforce Certified Service Cloud Consultant credential, which demonstrates their expertise in designing and implementing Service Cloud solutions.

Salesforce CRT-261 Exam is recommended for professionals who have experience working with the Service Cloud and have a solid understanding of Salesforce administration and configuration. It is also recommended that candidates have completed the Salesforce Administrator certification before attempting the Service Cloud Consultant certification. The CRT-261 exam covers a range of topics related to Service Cloud implementation, including customer service processes, data management, analytics, and integration with other Salesforce products. CRT-261 exam consists of 60 multiple-choice questions and has a time limit of 105 minutes. A passing score of 67% is required to obtain the certification.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q164-Q169):

NEW QUESTION # 164

Universal Containers wants to add functionality to its Service Cloud implementation so customers are able to add digital files to case records.

Which functionality should a consultant recommend to meet these requirements?

- A. Web-to-Case
- B. Email-to-Case
- C. Slack Connect

Answer: A

Explanation:

To add functionality allowing customers to attach digital files to case records, Web-to-Case is recommended. This feature enables customers to submit cases through a web form, including the capability to attach files, facilitating the collection of additional information that can assist in case resolution.

NEW QUESTION # 165

Universal Containers wants to notify Support Managers when a new case has been untouched from more than two business days. Which approach should a consultant implement?

- A. Establish case assignment rules.
- B. Configure case escalation rules.
- C. Use Flow Builder to create a flow with scheduled path.
- D. Define case auto-response rules.

Answer: B

Explanation:

Explanation

Case escalation rules are used to automatically escalate cases based on certain criteria, such as case age, priority, status, or owner. Escalation rules can trigger actions such as sending email notifications, assigning cases to queues or users, or changing field values. Case escalation rules are the best approach to notify Support Managers when a new case has been untouched for more than two business days. Verified References: Service Cloud Consultant Certification Guide & Tips, Set Up Escalation Rules

NEW QUESTION # 166

Milestones can be added to which three Object types? Choose 3 answers

- A. Account
- B. Entitlement

- C. Work Order
- D. Service
- E. Case

Answer: B,C,E

NEW QUESTION # 167

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?

- A. Create the necessary objects in Salesforce.
- B. Customize service channel settings to define how the organization receives work from various
- C. From Setup, select Omni-Channel Settings and Select Enable Omni-Channel.
- D. Create a Salesforce Case to have Omni-Channel enabled.

Answer: C

NEW QUESTION # 168

Cloud Kicks (CK) uses Lightning Experience and Lightning Knowledge in its service center. CK wants an easy way for service agents to create new articles when closing a case. The new article should include appropriate details from the case to make it useful for others.

What is the recommended method to meet the requirements?

- A. Use a trigger to automatically create a new article.
- B. Create a Quick Action to map case fields to a new article
- C. Develop a globally-shared macro to create a new article.

Answer: B

Explanation:

To facilitate easy creation of new articles by service agents when closing a case, a Quick Action can be configured to map relevant case fields directly to a new Knowledge article. This streamlines the process of capturing case resolutions as reusable knowledge, making it easily accessible for other agents and enhancing the overall efficiency of the service center.

NEW QUESTION # 169

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