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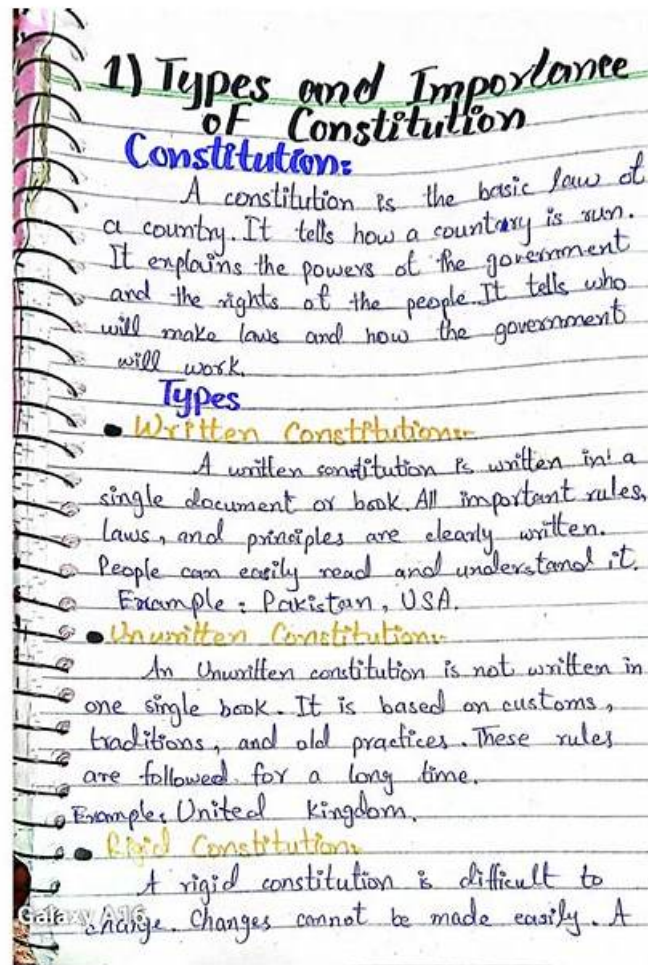
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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q26-Q31):

NEW QUESTION # 26
A company receives support requests through a variety of email addresses and web forms for different parts of the business. Which feature combination will ensure that cases are efficiently handled by the most appropriate representatives?

- A. Case Assignment Rules, Queues, Chatter Groups, Live Agent
- B. Escalation Rules, Queues, Public Groups, Live Agent
- C. Case Assignment Rules, Queues, Public Groups, Omni-Channel
- D. Escalation Rules, Queues, Chatter Groups, Omni-Channel

Answer: C

NEW QUESTION # 27
what approach should a consultant use to ensure that knowledge search
only display articles for a servcie agents product specialization ?

- A. Crreate an article action for each record type;assign record types to service agents
- B. create a data category for each product assign data categories to service agents.
- C. Create a page layout for each record type ;assign layouts to servce agents
- D. Create a permission set for each record type ;assignpermisisons to service agents

Answer: B

Explanation:
Creating a data category for each product and assigning data categories to service agents is an approach that can ensure that knowledge search only displays articles for a service agent's product specialization. Data categories are classifications that can be used to organize and filter knowledge articles by topic or type. Data category visibility can be set for each user profile or permission set to control which data categories are accessible for each user. 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_assign.htm&type=5

NEW QUESTION # 28
Universal Containers wants to notify Support Managers when a new case have been untouched from more than two business days. Which approach should a consultant implement?

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

Answer: A

NEW QUESTION # 29
Universal Containers is getting ready to start User Acceptance Testing (UAT) for its customer service transformation project. The consultant has been asked where the testing should occur. The business users and stakeholders need an environment that can support 60 days of UAT and includes representative data from production.
Which environment type should the consultant recommend?

- A. Developer Pro Sandbox
- B. Partial Copy Sandbox
- C. Full copy sandbox

Answer: C

Explanation:
A Full Copy Sandbox is a complete replica of a production environment, containing both metadata and all data records. It is the most appropriate environment for conducting extended User Acceptance Testing (UAT), especially when real-world data and scenarios need to be validated over an extended period like 60 days.
This sandbox type supports thorough testing of configurations, integrations, and customizations under conditions that mirror live operations. Business users benefit from working with a familiar data set, reducing surprises during go-live. It is superior to Developer or Partial Copy Sandboxes for full-system validation.
References:https://help.salesforce.com/s/articleView?id=sf.data_sandbox_types.htm&type=5https://help.salesforce.com/s/articleView?id=sf.sandbox_create.htm&type=5

NEW QUESTION # 30
A Service Manager has just configured Chat at a company site. Now, the Agents cannot see the Chat footer component in the ....
Which configuration option should be verified?

- A. Verify that users have access to the Chat public group.
- B. Verify that users are assigned the Chat feature license.
- C. Verify that users are assigned the Chat user profile
- D. Verify that users have access to the Chat buttons.

Answer: B

Explanation:
Explanation
Verifying that users are assigned the Chat feature license is the configuration option that should be verified if agents cannot see the Chat footer component in the Service Console. A Chat feature license is a type of license that enables users to access Chat functionality, such as initiating, receiving, transferring, or ending chat sessions, sending quick texts or files, or viewing chat reports.
Users must have a Chat feature license assigned to their user record in order to use Chat in the Service Console. Verified References: Service Cloud Consultant Certification Guide & Tips, Assign Chat Licenses

NEW QUESTION # 31
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Whatever your professional, working towards a Certification Preparation for Service Cloud Consultant CRT-261 certification or designation takes a significant amount of effort and time. Once you have put all your effort, and investment and prepared well then you will be in a position to pass the Certification Preparation for Service Cloud Consultant CRT-261 Certification Exam. But once you get success in the Certification Preparation for Service Cloud Consultant CRT-261 test you'll be eligible to avail all the personal and professional benefits associated with Certification Preparation for Service Cloud Consultant CRT-261 certification.

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