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Salesforce CRT-261 (Certification Preparation for Service Cloud Consultant) Certification Exam is designed for professionals who want to demonstrate their expertise in the Service Cloud and customer service domain. Certification Preparation for Service Cloud Consultant certification exam assesses the knowledge and skills required to implement and configure Service Cloud solutions that meet customer requirements. Professionals who pass the CRT-261 Exam are recognized as Service Cloud Consultants and are expected to have a deep understanding of Salesforce Service Cloud functionality, including case management, knowledge management, and contact center solutions.

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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q24-Q29):

NEW QUESTION # 24
Service Console users work on dozens of cases at a time and often need to update a case they worked on earlier in the day.
What should a consultant recommend?

- A. Create a custom dashboard.
- B. Keep all cases open in tabs.
- C. Add History to the Utility bar.

Answer: C

Explanation:
For Service Console users who need to efficiently revisit cases worked on earlier, adding the History component to the Utility Bar is recommended. This provides quick access to recently viewed records, enabling users to navigate back to previous cases without keeping all cases open in tabs, enhancing productivity and case management efficiency.

NEW QUESTION # 25
Cloud Kicks support agents are getting too many emails due to case ownership changes.
What should the admin recommend to solve the issue?

- A. Uncheck the "Notify Case Owners when Case Ownership Changes" checkbox in Support Settings.
- B. Create a screen flow to change the case owner and bypass the new ownership email.
- C. Instruct users to uncheck the "Send notification email" checkbox when changing the owner.

Answer: A

Explanation:
Comprehensive and Detailed Explanation:
To reduce the volume of email notifications sent to support agents when case ownership changes, administrators can modify the Support Settings in Salesforce.
From the official Salesforce Help documentation:
"Select Cases. Select Support Settings. Deselect the Notify Case Owners when Case Ownership Changes checkbox to disable email notifications."
-Salesforce Help
By unchecking this setting, Salesforce will no longer automatically send email notifications to agents upon changes in case ownership, thereby reducing email clutter and allowing agents to focus on more critical communications.

NEW QUESTION # 26
Cloud Kicks has implemented a review process for all new knowledge articles. Each article must be reviewed and approved by a subject matter expert before becoming available to users.
Which step is necessary to make articles visible in all the selected channels?

- A. The Approval Process will automatically Publish.
- B. Agents must click Publish after the Approval Process.
- C. Approve articles from the Knowledge approval page to Publish.
- D. Set the final approval action to "Lock the record for editing".

Answer: C

Explanation:
Approving articles from the Knowledge approval page to Publish is a necessary step to make articles visible in all the selected channels after implementing a review process for all new knowledge articles. The Knowledge approval page is a page that shows all the articles that are pending approval or have been approved or rejected. Approving articles from this page will change their status to Published, which means they are visible in all the selected channels, such as internal app, customer community, or public knowledge base. Verified References: : https://help.salesforce.com/s/articleView?id=sf.knowledge_approval_page.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.knowledge_article_visibility.htm&type=5

NEW QUESTION # 27
Solution for 15+ MB attachments, 10,000 email cases and 3,000 web cases.

- A. Email to care with Site
- B. On-demand email to case with sites
- C. On-demand email to case
- D. Email to case with web to case

Answer: D

NEW QUESTION # 28
Universal Containers (UC) plans to implement Salesforce Knowledge for its U.S. Call Center to assist agents in providing customer support.
Which three options should UC consider when planning its implementation?
Choose three answers

- A. When the knowledge maintenance window is available.
- B. Who can approve and manage the information published.
- C. Where call center support agents are located.
- D. What types of information they need to publish.
- E. How information should be categorized.

Answer: B,D,E

NEW QUESTION # 29
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