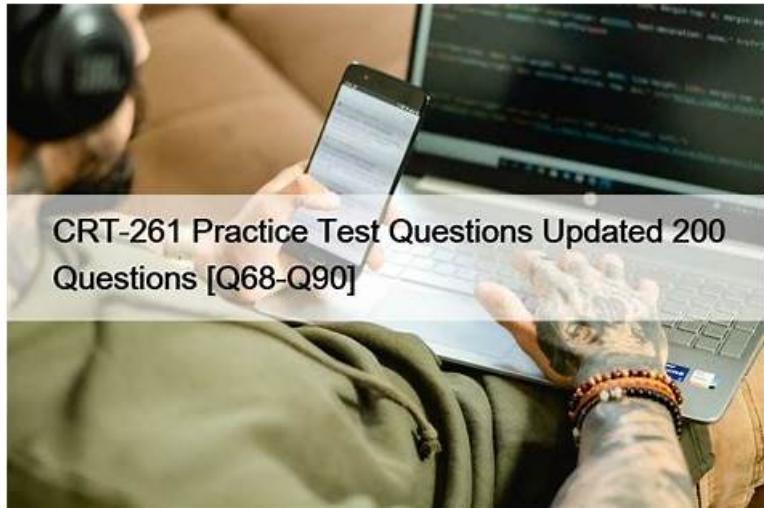


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Salesforce CRT-261 Certification Exam is intended for professionals who work as Service Cloud consultants, administrators, or developers. These individuals are responsible for designing, implementing, and maintaining Service Cloud solutions for their organizations. CRT-261 exam is also suitable for professionals who work as customer service managers or in other customer-facing roles and want to demonstrate their expertise in the Service Cloud.

Preparation for the Salesforce CRT-261 Certification Exam is essential to ensure success. CRT-261 Exam is challenging, and individuals must be well-prepared to pass. Salesforce offers several study resources, including online courses, study guides, and practice exams, to help individuals prepare for the exam. Passing the Salesforce CRT-261 Certification Exam is a significant achievement, and it is recognized by many employers as a valuable credential for professionals looking to advance their careers in the field of Service Cloud Consultancy.

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## Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q176-Q181):

### NEW QUESTION # 176

The Contact Center at Universal Containers wants to increase its profit margins by promoting call deflection within Service Cloud. Which two solutions should a Consultant recommend? Choose 2 answers

- A. Automatic Call Distribution
- B. Service Cloud Console
- C. Customer Community
- D. Knowledge Base

**Answer: C,D**

#### **NEW QUESTION # 177**

Support cent' agents at Cloud Kicks use a serv ce console. Over a few hours, an agent may work with up to 10 different customers. Often, agents need to return to a prior case and make a phone call to the customer. The telephone number to call is recorded in the case notes.

What are two recommended service console features that work together to improve the process \*\* Choose 2 answers

- A. Macros
- B. History Utility
- C. Quick Action
- D. Outbound Sales Dialer

**Answer: B,D**

#### **NEW QUESTION # 178**

Universal Containers recently implement Service Cloud. The Support Manager notices that cases are being distributed unevenly across the team.

What should the consultant recommend to address this problem

- A. Configure Case Assignment Rules to use Users.
- B. Configure Case Assignment Rules to use Queues.
- C. Configure Omni-Channel Routing Model as Least Active.
- D. Configure Omni-Channel Routing Model as Most Available.

**Answer: D**

#### **NEW QUESTION # 179**

A consultant needs to import 2,000 source articles for a Salesforce Knowledge implementation. The source articles are in HTML and contain several images. All of the articles are FAQs.

Before importing the articles into Knowledge, which step should a consultant perform? (Choose 3)

- A. Create the custom fields for the slide type
- B. Set up a zip file that contains the CSV, HTML, and image files.
- C. Set the publication status of the article tame to draft status
- D. Set up the article actions and assign publishers to each action
- E. Create the data categories and set up the data category values.

**Answer: B,D,E**

#### **NEW QUESTION # 180**

Support cent' agents at Cloud Kicks use a serv ce console. Over a few hours, an agent may work with up to 10 different customers. Often, agents need to return to a prior case and make a phone call to the customer. The telephone number to call is recorded in the case notes.

What are two recommended service console features that work together to improve the process \*\* Choose 2 answers

- A. Macros
- B. History Utility
- C. Quick Action
- D. Outbound Sales Dialer

**Answer: A,B**

### Explanation:

These are two service console features that work together to improve the process of making a phone call to the customer based on the case notes. Macros are tools that allow agents to automate common or repetitive tasks on a record, such as sending an email or updating a field. Macros can help agents save time and avoid errors when making a phone call to the customer. History Utility is a tool that allows agents to view their recently accessed records or tabs in the service console. History Utility can help agents quickly return to a prior case and find the phone number in the case notes. Verified References: : [https://help.salesforce.com/s/articleView?id=sf.console2\\_macros\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.console2_macros_overview.htm&type=5) : [https://help.salesforce.com/s/articleView?id=sf.console2\\_history\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.console2_history_overview.htm&type=5)

## NEW QUESTION # 181

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