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Salesforce's CRT-261 (Certification Preparation for Service Cloud Consultant) exam is designed for professionals who wish to demonstrate their expertise in implementing and consulting on Service Cloud solutions. Certification Preparation for Service Cloud Consultant certification exam evaluates the candidate's understanding of Service Cloud best practices, industry-specific applications, and complex service solutions. CRT-261 Exam is designed for individuals who have hands-on experience with the Service Cloud platform and are well-versed in Salesforce's suite of products and services.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q196-Q201):

NEW QUESTION # 196

Which Lightning Service Console feature should be used to enable Service Reps to send emails with attachments to customers based on the Case details?

- A. Visual Workflow
- **B. Process Builder**
- C. Macros
- D. Lightning Knowledge

Answer: B

NEW QUESTION # 197

Universal Containers has implemented a call-based response system. The call wait time has become too long and customer service is being affected. Management would like to find a way to reduce customers' wait times and enable agents to handle more inquiries at a time.

Which feature should a consultant recommend?

- **A. Salesforce Chat**
- B. OmniStudio
- C. Case auto-response rule

Answer: A

Explanation:

To reduce call wait times and enable agents to handle more inquiries simultaneously, implementing Salesforce Chat is recommended. Chat allows for real-time communication with multiple customers concurrently, alleviating the pressure on call-based support and improving overall customer service efficiency.

NEW QUESTION # 198

Universal Containers wants to be able to assign cases based on the same criteria they use for chat .

Which feature should a consultant recommend?

- A. Chat Queue-based routing
- B. Case Skills-based Assignment Rules
- C. Omni-channel Skills-based routing
- **D. Omni-channel Queue-based routing**

Answer: D

NEW QUESTION # 199

Universal Containers requires that users have the ability to view specific cases, as determined by the product type field on the case. An email should be sent to the users when a case to which they have access is created or closed. What should a consultant recommend to meet these requirements? (Choose 2)

- A. Escalation rules
- B. Case teams
- C. Workflow rules
- D. Auto-response rules

Answer: B,C

NEW QUESTION # 200

Universal Containers (UC) wants to schedule for repair service when an agent is unable to solve the customer's problem via the call center.

What functionality should a consultant recommend to satisfy the UC's need?

- A. Field Service
- B. Contact Request
- C. Mobile Connect
- D. omni Channel

Answer: A

Explanation:

Field Service is a Salesforce product that enables companies to manage work orders, service appointments, service resources, and service territories. It also provides features such as scheduling optimization, mobile access, and offline support. Field Service is the recommended functionality for scheduling repair service when an agent is unable to solve the customer's problem via the call center. Verified References: Service Cloud Consultant Certification Guide & Tips, Field Service Overview

NEW QUESTION # 201

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