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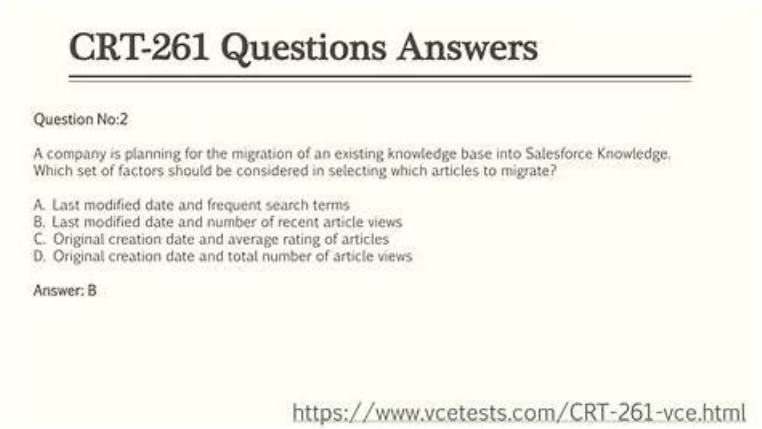

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Salesforce CRT-261 (Certification Preparation for Service Cloud Consultant) Exam is a certification exam designed for professionals who want to demonstrate their expertise in implementing and configuring Salesforce Service Cloud solutions. CRT-261 exam is intended for consultants, administrators, and developers who have experience with Salesforce Service Cloud and are looking to validate their knowledge and skills in this area. CRT-261 Exam covers a range of topics related to Service Cloud implementation, including case management, service console customization, integration with other Salesforce products, and more.

What is the duration of the CRT-261 Exam

- Length of Examination: 105 minutes
- Number of Questions: 60
- Format: Multiple choices, multiple answers
- Passing Score: 67%

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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.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q150-Q155):

NEW QUESTION # 150

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

Answer: B

NEW QUESTION # 151
Universal Containers (UC) has deployed a call center using open CTI. Call center agents are organized into four groups reflecting UC's four different product lines. Each group's manager would like a report on their agents' daily call volume, including related case and contact information.
How should the consultant recommend the report be created?

- A. Create a Custom Report type with Activities as the primary object.
- B. Build a report on Products with Activities grouped by owner.
- C. Customize the My Team's Calls This Week standard report.

Answer: A

Explanation:
For reporting on daily call volume including related case and contact information for different agent groups, creating a Custom Report Type with Activities as the primary object is advised. This allows for the inclusion of case and contact details in the report, providing a comprehensive view of each agent's call activity and related case interactions.

NEW QUESTION # 152
Universal Containers requires a scheduling solution that will allow Managers to coordinate service engineers across multiple Territories.
What solution should a consultant recommend?

- A. Lightning Console
- B. Field Service Lightning
- C. Salesforce Mobile App
- D. Employee Community

Answer: B

Explanation:
Field Service Lightning is a solution that enables managers to coordinate service engineers across multiple territories. It provides features such as scheduling, dispatching, routing, inventory management, and work order management. Verified References: : https://help.salesforce.com/s/articleView?id=sf.
field_service_basics.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.field_service_overview.
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NEW QUESTION # 153
A service manager at Cloud Kicks has received complaints from customers who speak languages other than English that their cases are taking a long time to be resolved. After investigation, the consultant has determined that these work items fail to be assigned to the correct agents.
What should the consultant recommend that the service manager do first?

- A. Review Queues Backlog.
- B. Review Assigned Work.
- C. Review Skills Backlog.

Answer: C

Explanation:
Reviewing the Skills Backlog allows the service manager to identify any mismatches or delays in assigning cases to agents with the appropriate language skills. Addressing issues in the skills assignment process can help reduce resolution times for non-English speaking customers by ensuring cases are directed to the right agents.

NEW QUESTION # 154
Universal Containers (UC) has Excel files of customer data maintained by its service reps. All of the service reps have worked with the same customer contacts. UC wants to ensure that its Salesforce instance has clean data.
Which best practice should a consultant recommend?

- A. Import the records and use Duplicate Management.
- B. Import the records and create a Flow to change the data type.
- C. Deduplicate the data before importing into Salesforce.

Answer: C

Explanation:
The best practice to ensure clean data in Salesforce when importing customer data from Excel files is to deduplicate the data before the import process. This involves identifying and merging duplicate records, ensuring that only unique and accurate data is imported into Salesforce. This proactive step prevents data quality issues and maintains the integrity of the Salesforce database.

NEW QUESTION # 155
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