Hot CRT-261 Reliable Test Labs | Amazing Pass Rate For CRT-261: Certification Preparation for Service Cloud Consultant | Free PDF CRT-261 Useful Dumps

Finding original and latest Salesforce CRT-261 exam questions however, is a difficult process. Candidates require assistance finding the Salesforce CRT-261 updated questions. It will be hard for applicants to pass the CRT-261 Exam Questions exam on their first try if Certification Preparation for Service Cloud Consultant questions they have are not real and updated. Preparing with outdated CRT-261 Exam Questions results in failure and loss of time and money. You can get success in the CRT-261 exam on first attempt and save your resources with the help of updated exam questions.

Salesforce CRT-261 exam is designed to assess the knowledge and skills of professionals who are responsible for designing and implementing Salesforce Service Cloud solutions. CRT-261 exam is intended to validate the candidate's ability to design and implement Service Cloud solutions that meet customer needs and help organizations achieve their business goals. CRT-261 exam covers a range of topics including service cloud architecture, data modeling, case management, knowledge management, omni-channel routing, and integration with other Salesforce clouds. CRT-261 Exam consists of 60 multiple-choice questions and has a time limit of 105 minutes. Candidates who pass the exam will earn the Salesforce Certified Service Cloud Consultant credential, which demonstrates their expertise in designing and implementing Service Cloud solutions.

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Are Salesforce CRT-261 Actual Questions Effective to Get Certified?

It is similar to the CRT-261 desktop-based software, with all the elements of the desktop practice exam. This mock exam can be accessed from any browser and does not require installation. The Certification Preparation for Service Cloud Consultant (CRT-261) questions in the mock test are the same as those in the real exam. And candidates will be able to take the web-based Certification Preparation for Service Cloud Consultant (CRT-261) practice test immediately through any operating system and browsers.

Salesforce CRT-261 Certification Exam is an essential step for professionals who want to demonstrate their expertise in Salesforce Service Cloud Consultant. CRT-261 exam evaluates the candidate's knowledge of the Service Cloud Consultant role, their ability to

design and implement complex Service Cloud solutions, and their ability to manage Service Cloud implementation projects. Passing the CRT-261 exam can help professionals differentiate themselves in the job market and increase their earning potential.

Salesforce CRT-261: Certification Preparation for Service Cloud Consultant is a certification exam designed for professionals who are looking to enhance their skills and knowledge in the field of customer service. Certification Preparation for Service Cloud Consultant certification is ideal for individuals who have experience working with Salesforce Service Cloud and are interested in pursuing a career as a Service Cloud Consultant.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q187-Q192):

NEW QUESTION # 187
Cloud Kicks wants to view cases resolved on the nrst cal. Pecs nave been trainee to use Save & Close when creating a Case. An existing Closed Case repot must be modified to show first call resolution.
What is the recommendeo report change to meet the requirements7

- A. Filter where Closed Date equals Created Date
- B. Filter or Cosed When Created equals true
- C. Filter on Status equals Ctosea Resolved
- D. Filter where Dete/Time Opened equals Created Date

Answer: B

Explanation:
Explanation
Filtering on Closed When Created equals true is a report change that can show first call resolution. Closed When Created is a field on the Case object that indicates whether the case was closed when it was created, meaning it was resolved on the first call. Filtering on this field will show only the cases that were closed on the first call. Verified References: :
https://help.salesforce.com/s/articleView?id=sf.case_fields.htm&type=5 :
https://help.salesforce.com/s/articleView?id=sf.reports_filtering.htm&type=5

NEW QUESTION # 188
Universal Containers has recently implemented a Customer Community to allow its customers to create and update their cases online. What should a consultant recommend to ensure Customer Community users are able to access only their cases online, including cases created by the support team on their behalf over the phone?

- A. A sharing set to grant the Customer Community user access to records associated to their Contact record.
- B. An organization-wide default of Public Read/Write on the Case object.
- C. A sharing rule to ensure record access is granted based on criteria of the case.
- D. A sharing rule to ensure record access is granted based on the Customer Community user role hierarchy.

Answer: C

NEW QUESTION # 189
Universal Containers case managers receive a high volume of new cases daily and would like to improve efficiency across multiple teams with multiple disparate product specializations. Currently, all cases are automatically distributed evenly across all case managers, regardless of the case manager's knowledge of the products related to the case.
What should a consultant recommend to modify the Case Assignment rules?

- A. Implement Skills-Based Routing.
- B. Implement Einstein Article Recommendations.
- C. Implement Queue-Based Routing

Answer: A

Explanation:
Skills-Based Routing is an advanced feature in Salesforce Service Cloud that directs cases to the most qualified case managers based on their skills and expertise. By implementing Skills-Based Routing, Universal Containers can ensure that cases are assigned to case managers with the appropriate product knowledge, improving case resolution efficiency and quality. This method optimizes

resource allocation and enhances customer satisfaction by matching cases with the best-suited case managers.

NEW QUESTION # 190
DreamMouse Realty would like to provide a user-friendly way for clients to apply for a home loan through an Experience site. Many times, clients do not complete are of the information and a loan specialist needs to finish the submission.
How should the administrator configure Salesforce to meet the requirements?

- A. Use email to case for the client to submit the relevant information to the specialist.
- B. Add a custom Lightning component to the site and the Case Lightning record page.
- C. Post a web to case form on the site and assign the case to the specialist for completion.
- D. Create a screen-based flow accessible from the Experience site and internaly.

Answer: D

Explanation:
Explanation
Creating a screen-based flow accessible from the Experience site and internally is a solution that can enable clients to apply for a home loan through an Experience site and allow a loan specialist to finish the submission if needed. A screen-based flow is a type of flow that allows administrators to create guided processes that collect user input through screens and perform actions based on the input. A screen-based flow can be embedded in an Experience site or an internal app and allow clients or loan specialists to fill out the information for the home loan application. Verified References: :
https://help.salesforce.com/s/articleView?id=sf.flow_concepts_screenelement.htm&type=5 :
https://help.salesforce.com/s/articleView?id=sf.flow_distribute_overview.htm&type=5

NEW QUESTION # 191
A recent analysis of cases at Cloud Kicks (CK) revealed a high percentage of simple cases such as password resets and order inquiries. In order to reduce the number of cases created, CK wants to provide customer self-service in the following channels: web, SMS, Facebook Messenger, and WhatsApp.
What is the recommended case deflection solution?

- A. Social Customer Service
- B. Chat for Web and In-App
- C. Digital Engagement Messaging
- D. Einstein Bo

Answer: D

Explanation:
Einstein Bot is a case deflection solution that can provide customer self-service in the following channels:
web, SMS, Facebook Messenger, and WhatsApp. Einstein Bot is an automated chat agent that can handle simple and repetitive customer requests, such as password resets and order inquiries, without involving a human agent. Einstein Bot can be integrated with various messaging platforms, such as web chat, SMS, Facebook Messenger, and WhatsApp. Verified References: :
https://help.salesforce.com/s/articleView?id=sf.
bot_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.bot_channels.htm&type=5

NEW QUESTION # 192
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