Quiz Marvelous CRT-261 - Certification Preparation for Service Cloud Consultant Related Certifications
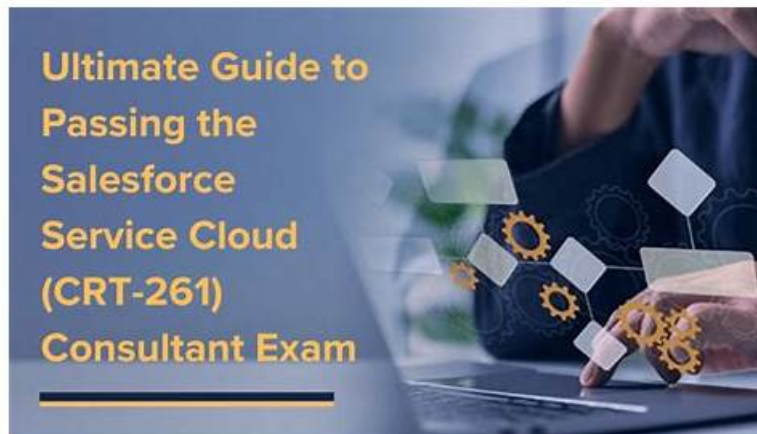
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The Salesforce CRT-261 exam is composed of 60 multiple choice questions that must be completed within 105 minutes. The CRT-261 exam covers a wide range of topics, including Service Cloud implementation strategies, Service Cloud data model, Service Cloud automation, Service Cloud integrations, and Service Cloud analytics. CRT-261 exam is designed to ensure that certified professionals have a deep understanding of the Service Cloud platform and can provide comprehensive solutions to their clients. Successful completion of the CRT-261 certification exam demonstrates that a professional has the knowledge and experience required to consult on complex Service Cloud solutions and provide valuable insights to their clients.

Salesforce CRT-261 Certification Exam covers a range of topics including service cloud architecture, data and security, case management, knowledge management, contact center analytics, and integration. Candidates must demonstrate their knowledge and skills in these areas to pass the exam and obtain the certification. Certification Preparation for Service Cloud Consultant certification is a valuable asset for professionals who work in customer service and support as it demonstrates their expertise in Salesforce tools and technologies.

>> CRT-261 Related Certifications <<

Regualer CRT-261 Update, Examinations CRT-261 Actual Questions

In a rapidly growing world, it is immensely necessary to tag your potential with the best certifications, such as the CRT-261 certification. But as you may be busy with your work or other matters, it is not easy for you to collect all the exam information and pick up the points for the CRT-261 Exam. Our professional experts have done all the work for you with our CRT-261 learning guide. You will pass the exam in the least time and with the least efforts.

Salesforce CRT-261 Certification Exam is a great certification program for professionals who are looking to validate their expertise in Salesforce Service Cloud. By passing the exam, you can demonstrate your knowledge and skills related to Salesforce Service Cloud, which can help you stand out in the job market. CRT-261 Exam is challenging but rewarding, and it can provide you with a great opportunity to improve your career prospects in the Salesforce ecosystem.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q121-Q126):

NEW QUESTION # 121

Customer Community to provide customers with a self-service option for support. Which two capabilities can the Customer Community provide to Universal Containers' customers? Choose 2 answers

- A. Allows customers to customize reports and dashboards
- B. Allows customers to search a knowledge base.
- C. Allows customers the ability to collaborate
- D. Allows customers to customize their user interface

Answer: B,C

NEW QUESTION # 122
Cloud Kicks provides support to customers through voice, web, and chat channels. Cases are routed to service agents based on availability and skills. When agents encounter issues, they can raise a flag. Supervisors need to respond to flags and provide responses that only the agent can view.
What is the recommended solution to meet the requirements?

- A. Screen Flow
- B. Einstein Case Routing
- C. Omni-Channel Supervisor
- D. Case Escalation Rules

Answer: C

Explanation:
Omni-Channel Supervisor is a solution that can enable supervisors to respond to flags and provide responses that only the agent can view. Omni-Channel Supervisor is a tool that allows supervisors to monitor and manage the work and performance of agents in real time. Omni-Channel Supervisor can help supervisors respond to flags raised by agents who encounter issues and provide private coaching messages that only the agent can see. Verified References: : https://help.salesforce.com/s/articleView?id=sf. omnichannel_supervisor_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf. omnichannel_supervisor_flags.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf. omnichannel_supervisor_messages.htm&type=5

NEW QUESTION # 123
Universal Containers (UC) wants to implement Service Cloud using Agile methodology. How should the consultant recommend delivering a successful implementation?

- A. set a cutoff date of 1.5 months before user acceptance testing for any change requests.
- B. Schedule a meeting with the UC executives at the start of the project to generate all the requirements.
- C. Deliver the entire project simultaneously so as to present UC with a completed solution.
- D. Generate continuous feedback from the project team, and adjust the requirements and deliverables accordingly.

Answer: D

NEW QUESTION # 124
Universal containers is migrating from a legacy system to the service cloud. The company currently tracks entitlements as agreements in its legacy system. The legacy system will be archived and unavailable after go-live. Agents will need easy access to case information for the last one year.

- A. Migrate closed cases with milestones and entitlements
- B. Migrate open and closed cases with milestones and entitlements
- C. Migrate open and closed cases without milestones and entitlements
- D. Migrate closed cases to a custom read-only object

Answer: A

NEW QUESTION # 125

Cloud Kicks wants to easily turn social network posts into cases to respond to customer complaints. Support agents will need to respond to posts on Facebook, twitter, and instagram.

What is the recommended license to meet the requirement?

- A. Social Service Pro add-on
- B. Service Cloud User feature license
- C. Einstein Reply Recommendations
- D. Einstein Social Insights add-on

Answer: A

Explanation:
Explanation
Social Service Pro add-on is the recommended license to meet the requirement, because it allows CK to turn social network posts into cases and respond to customer complaints on Facebook, Twitter, and Instagram.
Social Service Pro add-on is an extension of Social Customer Service that enables CK to monitor multiple social accounts, filter posts by keywords or sentiment, and automate case creation and assignment. Verified References: : Social Service Pro Overview

NEW QUESTION # 126

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