Updated CRT-261 Test Cram & New CRT-261 Exam Duration
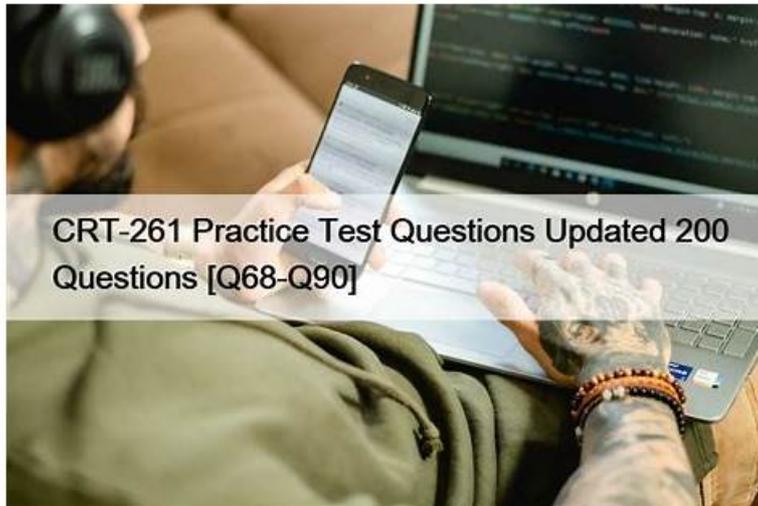
CRT-261 Practice Test Questions Updated 200 Questions [Q68-Q90]

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This Salesforce CRT-261 exam is very difficult to prepare. Because it requires all candidate attention with practice. So, if Candidate wants to pass this Salesforce CRT-261 exam with good grades then he has to choose the right preparation material. By passing the Salesforce CRT-261 exam can make a lot of difference in your career. Many Candidates wants to achieve success in the Salesforce CRT-261 exam but they are failing in it. Because of their wrong selection but if the candidate can get valid and latest Salesforce CRT-261 study material then he can easily get good grades in the Salesforce CRT-261 exam. TestkingPass providing many Salesforce CRT-261 exam questions that help the candidate to get success in the Salesforce CRT-261 test. Our **Salesforce CRT-261 exam dumps** specially designed for those who want to get their desired results in the just first attempt. Salesforce CRT-261 braindump questions provided by TestkingPass make candidate preparation material more impactful and the best part is that the training material provided by TestkingPass for Salesforce CRT-261 exams are designed by our experts in the several fields of the IT industry.

To prepare for the Salesforce CRT-261 Certification Exam, candidates should have a solid understanding of Salesforce fundamentals, including data modeling, security, and automation. They should also have experience working with the Service Cloud, including case management, knowledge management, and omni-channel routing. There are many resources available to help candidates prepare for the exam, including study guides, practice exams, and online training courses.

>> Updated CRT-261 Test Cram <<

Accurate Updated CRT-261 Test Cram - in TestkingPass

Customizable practice tests comprehensively and accurately represent the actual Professional Salesforce CRT-261 Certification Exam pattern. Many students have studied from product and passed the Certification Preparation for Service Cloud Consultant (CRT-261) test with ease. Our customers can receive questions updates for up to 1 year after purchasing the product. These free updates of questions will help them to prepare according to the latest syllabus.

Salesforce Certification Preparation for Service Cloud Consultant Sample

Questions (Q81-Q86):

NEW QUESTION # 81
Universal Containers is implementing Salesforce Knowledge for call center agents. The company needs to ensure that agents can contribute to the knowledge base to promote adoption. Which functionality supports these requirements?

- A. Require agents to create Knowledge articles when opening a case.
- B. Allow agents to create Knowledge articles when closing a case.
- C. Add the Submit Feedback button to articles.
- D. Add the Submit Feedback button on the Solutions tab.

Answer: B

NEW QUESTION # 82
The contact center at universal containers wants to increase its profit margins by promoting call deflection with service cloud.
Which two solutions should a consultant recommend?
Choose 2 answers

- A. Customer community
- B. Service cloud console
- C. Knowledge base
- D. Automatic call distribution

Answer: A,C

Explanation:
Explanation
A customer community is a branded online portal that allows customers to access self-service resources, such as knowledge articles, FAQs, forums, and case management. A knowledge base is a repository of information that can help customers find answers to their questions or issues. Both solutions can help promote call deflection by enabling customers to resolve their own problems without contacting the contact center. Verified References: Service Cloud Consultant Certification Guide & Tips, Experience Cloud Overview, Knowledge Overview

NEW QUESTION # 83
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 # 84
AW Computing would like to interact with customers on facebook and Twitter.
Where are the conservations tracked in Salesforce?

- A. Case activity feed
- B. Case Chatter feed
- C. Case notes related list
- D. Social Post record

Answer: D

NEW QUESTION # 85

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 for their agents to handle more customer transactions per day.

Which two features should a Consultant recommend?

Choose 2 answers

- A. Chat
- B. Case Auto-Response
- C. Escalation Rules
- D. Facebook Messaging

Answer: A,B

NEW QUESTION # 86

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