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Salesforce CRT-261（Service Cloud Consultant 認證考試）旨在測試專注於服務雲的專業人員的技能和知識。這是一個認證考試，旨在驗證個人在實施和管理 Salesforce 服務雲解決方案方面的專業知識。該考試適用於在服務雲領域擔任顧問、開發人員或管理員的專業人士。

Salesforce CRT-261認證考試是一個具有挑戰性的考試，需要對Service Cloud平台有廣泛的知識。它涵蓋了多個主題，包括案例管理、知識管理、服務控制台、服務雲自動化、報告和分析。該考試分為兩個部分，第一部分包括60個多選題，第二部分包括五個基於情境的問題。

>> CRT-261更新 <<

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NewDumps是領先于世界的學習資料提供商之一，您可以下載我們最新的PDF版本免費試用作為體驗。我們還提供可靠和有效的軟件版本CRT-261題庫資料，幫助您模擬真實的考試環境，以方便考生掌握最新的Salesforce CRT-261考試資訊。在我們的指導和幫助下，可以首次通過您的考試，CRT-261考古題是IT專家經過實踐測試得到的，CRT-261考古題也能幫您在IT行業的未來達到更高的水平。

Salesforce CRT-261考試，也稱為服務雲顧問認證考試，是為那些想展示其在部署和實施Salesforce服務雲解決方案方面專業知識的人而設計的認證考試。該考試測試了考生在各種主題上的知識，例如設計滿足客戶需求的服務解決方案、配置服務雲控制台以及管理服務雲環境中的數據和分析等。

最新的 Salesforce Service Cloud Consultant CRT-261 免費考試真題 (Q112-Q117):

問題 #112

Universal Containers has defined a set of steps that each Case must go through, from submission to closure. In addition, each step must be completed within a specific amount of time.

What approach should a consultant recommend to meet these requirements?

- A. Enable Omni-Channel Routing.
- B. Configure Case Escalation Rules.
- **C. Define Entitlement and Milestones.**
- D. Use Process Builder with Scheduled Actions

答案： C

問題 #113

Which approach should a consultant use to ensure that Lightning Knowledge searches only display articles for a service agent's product specialization?

- **A. Create a data category for each product. Assign data categories to service agents.**
- B. Create an article action for each record type. Assign record types to service agents.
- C. Create a permission set for each record type. Assign permissions to service agents.

答案： A

解題說明：

Creating a data category for each product and assigning these categories to service agents based on their product specialization ensures that agents only see relevant articles during Lightning Knowledge searches. This approach streamlines access to information and enhances support efficiency for specific product lines.

問題 #114

Universal Container wants to let its customers interact real time with support agents from their computers and mobile devices. What feature should a consultant recommend to meet this requirement?

- **A. Embedded Chat Service**
- B. Customer Community
- C. Web-to-Case
- D. Case Assignment Rules

答案： A

解題說明：

Embedded Chat Service is a feature that can meet the requirement of allowing customers to interact real time with support agents from their computers and mobile devices. Embedded Chat Service allows administrators to embed a chat widget on any web page or mobile app that customers can use to start a live chat session with an agent. Embedded Chat Service also supports features such as pre-chat forms, chat transcripts, file transfer, and chat transfer. Verified References: : https://help.salesforce.com/s/articleView?id=sf.snapins_chat_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.snapins_chat_setup.htm&type=5

問題 #115

Universal Containers (UC) hired agents in an expansion of the contact center. Getting agents up to speed and fully productive is a priority. UC implemented a standardized agent customer dialog to assist agents.

Which two features should a consultant integrate of the Service Console?

Choose 2 answers

- A. Interaction Log
- B. Lightning Process Builder
- **C. Path for Cases**
- **D. Lightning Flow for service**

答案： C,D

解題說明：

Lightning Flow for Service and Path for Cases are features that a consultant should integrate of the Service Console to assist agents in following a standardized customer dialog and getting up to speed and fully productive. These features can help guide agents

* Lightning Flow for Service is a feature that allows you to create guided, interactive, and consistent experiences for your agents in the Service Console. Lightning Flow for Service can help automate tasks, collect data, update records, or invoke other processes based on the case context and customer needs.

Verified References: Service Cloud Consultant Certification Guide & Tips, [Lightning Flow for Service Overview], [Set Up Path]

UC has completed development and testing of its Service Cloud implementation and plans to migrate functionality from the sandbox environment to the production environment. What should be used for migration functionality?

- 答案：B

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