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Salesforce CRT-261 Exam is a certification preparation exam designed for service cloud consultants. CRT-261 exam verifies the skills and knowledge of individuals in service cloud implementation, design and management. Certification Preparation for Service Cloud Consultant certification is intended for professionals who wish to demonstrate their expertise in the service cloud domain.

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Salesforce CRT-261 Certification Exam is a valuable credential for professionals who work with the Service Cloud. It demonstrates that a professional has the skills and knowledge necessary to design, implement, and manage a Service Cloud solution for their

organization. By passing CRT-261 Exam, professionals can increase their credibility, enhance their career prospects, and contribute to the success of their organization.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q62-Q67):

NEW QUESTION # 62

The VP of Services at Universal Containers wants to reduce call center staffing. One of the initiatives is to deflect customer's interaction with a support agent while still providing relevant answers to the customer.
How can a consultant automate the use of suggested articles to accomplish this goal?

- A. While holding for a support agent
- B. An email to case inquiry
- C. On-demand email to case
- D. Web-to-case question

Answer: B

NEW QUESTION # 63

Universal Containers 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. Web-to-Case
- C. Customer Community
- D. Case Assignment Rules

Answer: A

Explanation:
Explanation
Embedded Chat Service is a feature that allows customers to interact real-time with support agents from their computers and mobile devices. Embedded Chat Service can be added to any website or mobile app with a few lines of code. Customers can initiate a chat session by clicking on a chat button or widget, and agents can respond using the Service Console. Embedded Chat Service also supports features such as pre-chat forms, chat transcripts, chat transfer, file transfer, and chatbot integration. Verified References: Service Cloud Consultant Certification Guide & Tips, Embedded Chat Service Overview

NEW QUESTION # 64

Cloud Kicks (CK) is a global company with multiple product lines. CK is preparing to launch a public kno base for customers that will have 2,500 articles. The company wants an easy way for users to find relevant articles based on their location and product.
What is the recommended method to meet the requirement?

- A. Article Translation
- B. Chatter Answers
- C. Data Category Groups
- D. Data Category Visibility

Answer: C

Explanation:
Data Category Groups are the recommended method to meet the requirement of allowing users to find relevant articles based on their location and product. Data Category Groups are collections of data categories that are used to classify articles or other types of content based on topics or criteria that make sense for your business. Data Category Groups can be used to control the visibility and searchability of articles for different users and communities. For example, you can create a Data Category Group for Location and another one for Product, and assign data categories for each location and product that you support. You can then assign data category visibility to users or communities based on their location and product preferences, so that they only see the articles that are relevant to them. Verified References: Service Cloud Consultant Certification Guide & Tips, Data Categories Overview

NEW QUESTION # 65

Universal Containers contact center has experienced an increased number of customer questions due to a growing product portfolio. Which two solutions should a consultant recommend to minimize the need to hire more agents? Choose 2 answers

- A. Web -to -Case
- B. Live Agent
- C. Community
- D. Chatter Questions

Answer: C,D

NEW QUESTION # 66

As part of a new salesforce knowledge implementation, Universal Containers would like to migrate articles from their current database.Which factor should a consultant consider as part of the migration strategy?

- A. Ensure that each existing article type has a corresponding knowledge article type that matches its structure and content.
- B. Prepare a single .csv file that can be used to migrate all article types at once and include with a.properties file in a.zip for import
- C. Convert any articles containing HTML into plain text before importing because HTML is NOT supported to any article field types.
- D. Verify that each article type has field level security on all fields set to read only prior to import, in order to prevent any loss of data.

Answer: A

Explanation:

Ensuring that each existing article type has a corresponding knowledge article type that matches its structure and content is a factor that a consultant should consider as part of the migration strategy for Knowledge articles. An article type is a template that defines the layout, fields, and data categories for an article. An article type can be customized to suit different types of content or audiences. When migrating articles from an external database to Salesforce Knowledge, it is important to ensure that there is a matching article type for each existing article type in Salesforce Knowledge, so that the articles can be imported without losing any information or formatting. Verified References: [Service Cloud Consultant Certification Guide & Tips], Article Types Overview

NEW QUESTION # 67

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