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To appear for the Salesforce CRT-261 exam, candidates must have a good understanding of Salesforce Service Cloud features and functionalities. They should have experience in configuring and implementing Service Cloud solutions, including designing case management processes, creating custom objects, and configuring data models. Additionally, candidates should have an understanding of Salesforce integration capabilities, such as APIs, web services, and middleware.

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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q36-Q41):

NEW QUESTION # 36
Universal Containers is training a new set of service agents. Part of the training includes handling messaging from customers. However, it is important that contact center managers monitor the messaging sessions to ensure the service agents' responses are professional and accurate and that the managers are able to assist when needed.
Which Lightning Console feature should a consultant configure to support this need?

- A. Omni-Channel Supervisor and Whisper Messages
- B. Incident Management tab and Whisper Messages
- C. Chat Supervisor tab and Whisper Messages

Answer: A

Explanation:
To enable contact center managers to monitor messaging sessions and provide guidance to service agents, configuring the Omni-Channel Supervisor feature along with Whisper Messages is recommended. This setup allows managers to oversee agent-customer interactions in real-time and offer discreet advice to agents during messaging sessions, ensuring professionalism and accuracy in responses.

NEW QUESTION # 37
Universal Containers has a policy that requires all email traffic to remain within its firewall. Currently, the company has 200 support agents handling email from five different time zones on its legacy system.
When implementing Salesforce, what solution should a consultant recommend for this scenario?

- A. On-Demand Email-to-Case
- B. Web-to-Case
- C. Email-to-Case
- D. Salesforce for Outlook

Answer: A

Explanation:
Standard Web-to-Case with assignment rules is a solution that can accomplish the requirement of allowing customers to log cases with structured data and route based on Urgency and Product Line. Web-to-Case enables customers to submit cases from a company's website using a web form that captures case information and creates a case record in Salesforce. Assignment rules can be used to automatically assign cases to queues or users based on criteria such as Urgency and Product Line. Verified References: : https://help.salesforce.com
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NEW QUESTION # 38
After migrating from Knowledge to Lightning Knowledge, Authors are unable to create FAQ article type, but can successfully create Install Notes article type. Support Managers have confirmed that articles of type FAQ exist in Production.
How should a consultant correct this problem?

- A. Grant Authors access to the FAQ article type.
- B. Set Article Org Wide Default to Public ReadWrite.
- C. Grant Authors access to the FAQ record type.
- D. Add Authors to the FAQ Data Category.

Answer: C

NEW QUESTION # 39

Which Statement is true regarding Salesforce Chatter Answers? Choose 3 answers

- A. Escalate a question to a case
- B. Select best answers for questions.
- C. Knowledge articles can be created from Answers
- D. Answers can be exposed to partner portal users
- E. External users can subscribe to Answers

Answer: A,B,C

NEW QUESTION # 40

Universal Containers (UC) is implementing Service Cloud within its North America call center to validate key use cases, system capabilities, and integration patterns. The UC leadership team is concerned that the upcoming Salesforce Release schedule may impact the implementation project's development efforts.

What should a consultant recommend that UC's Salesforce admin do in this scenario?

- A. Opt Bp the sandbox in as a Bp preview org g so the team can conduct testing gp prior to the release being g deployed.
- B. Postpone the release to the production org so the team can finish the project before the release is deployed.
- C. Disable updates to the sandbox so the team can continue using the solution without the updates from the release.

Answer: A

Explanation:
Opting the sandbox in as a preview org allows the UC team to test new Salesforce features and updates in a controlled environment before they are deployed to the production org. This proactive approach helps identify and address potential issues, ensuring that the implementation project is not adversely affected by upcoming Salesforce releases.

NEW QUESTION # 41
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