

# 選擇我們最好的產品CRT-261考題資源: Certification Preparation for Service Cloud Consultant學習，通過Salesforce CRT-261易如反掌



P.S. VCESoft在Google Drive上分享了免費的、最新的CRT-261考試題庫：[https://drive.google.com/open?id=1\\_5UqBI\\_2e0C7zHU8ZDVW6ohQe\\_d3hiVC](https://drive.google.com/open?id=1_5UqBI_2e0C7zHU8ZDVW6ohQe_d3hiVC)

世界500強企業中，有超過2/3的企業選擇了 Salesforce 電子商務軟體產品作為其核心的運用。因此，獲得 Salesforce 的認證，即使在強手林立的競爭環境中，你同樣能夠脫穎而出。考生想要通過 CRT-261 考試，最快速的方式是使用 Salesforce 的 CRT-261 考題，很多考生都是通過這種方式成功通過考試，可以快速掌握考試的相關資訊。

為了準備 Salesforce CRT-261 認證考試，候選人可以參加 Salesforce 提供的各種培訓課程和學習材料，例如服務雲顧問認證考試學習指南、Trailhead 模組和服務雲顧問認證考試準備網絡研討會等。此外，通過實踐和練習模擬考試，可以幫助候選人增強信心並提高他們在第一次嘗試通過考試的機會。

>> CRT-261考題資源 <<

## 搜索CRT-261考題資源，通過了Certification Preparation for Service Cloud Consultant的一半

您可以先在網上下載VCESoft為你免費提供的關於Salesforce CRT-261認證考試的練習題及答案作為嘗試，之後你會覺得VCESoft給你通過考試提供了一顆定心丸。選擇VCESoft為你提供的針對性培訓，你可以很輕鬆通過Salesforce CRT-261 認證考試。

為了準備CRT-261考試，候選人可以利用Salesforce提供的各種資源，例如官方學習指南，培訓課程和實踐考試。這些資源可以幫助候選人深入了解考試主題，並為他們在考試中遇到的問題類型做準備。此外，候選人可以加入在線社區，並與其他正在為考試做準備以分享知識和最佳實踐的專業人員。

## 最新的 Salesforce Service Cloud Consultant CRT-261 免費考試真題 (Q165-Q170):

### 問題 #165

Universal Containers wants to import an external knowledge base to Lightning Knowledge using the Knowledge Importer. How should this be implemented?

Choose 2 answers

- A. Article Record Types will be created as part of the import.
- B. Article Record Types must be created before the import.
- C. Each Article Record Type must be in a separate CSV.
- D. Multiple Article Record Types can be imported in the same CSV.

答案: B,C

解題說明:

Explanation

Article record types are record types that define different types of articles in Lightning Knowledge, such as FAQs, How-Tos, Policies, etc. They determine which fields, page layouts, and actions are available for each article type. To import an external knowledge base to Lightning Knowledge using the Knowledge Importer, you need to create article record types before the import and have each article record type in a separate CSV file. The CSV file name must match the article record type name exactly.

Verified References: [Import Articles into Lightning Knowledge]

#### 問題 #166

Universal Containers wants to help customers resolve issues by browsing Knowledge articles and submit a case if they need more information.

What should the consultant recommend to meet the requirements?

- A. Allow Comments on Knowledge articles.
- B. Implement Case Assignment Rules.
- C. Create a self-service Help Center.
- D. Enable Chat in an Experience Cloud site.

答案: C

#### 問題 #167

When Service Reps view a Case, they often need to see the Case History of other Cases for that same Account. How should a Consultant configure the Lightning Service Console to support this requirement?

- A. Account tabs with Case Subtabs
- B. Case tabs with Account subtabs
- C. Account tabs and Cases tab
- D. Account tab with Cases related list

答案: D

#### 問題 #168

A consultant has been hired to integrate a client's phone system with the Service Console.

What is the consultant required to do during this integration?

- A. Add the utility bar to the app.
- B. Configure the CTI Adapter.
- C. Enable the Lightning Console.

答案: B

解題說明:

During the integration of a client's phone system with the Service Console, configuring the Computer Telephony Integration (CTI) Adapter is a critical step. This involves setting up the interface between the phone system and Salesforce, enabling features like click-to-dial, call logging, and screen pops within the Service Console for improved agent efficiency.

#### 問題 #169

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

- A. Create a permission set for each record type; assign permissions to service agents.
- B. Create an article action for each record type; assign record types to service agents.
- C. Create a page layout for each record type; assign layouts to service agents.
- D. Create a data category for each product; assign data categories to service agents.

答案：C

### 問題 #170

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**CRT-261考古题推薦:** <https://www.vcesoft.com/CRT-261-pdf.html>

- [illegible]

順便提一下，可以從雲存儲中下載VCESoft CRT-261考試題庫的完整版：[https://drive.google.com/open?id=1\\_5Uqbl\\_2e0C7zHU8ZDVW6ohQe\\_d3hiVC](https://drive.google.com/open?id=1_5Uqbl_2e0C7zHU8ZDVW6ohQe_d3hiVC)