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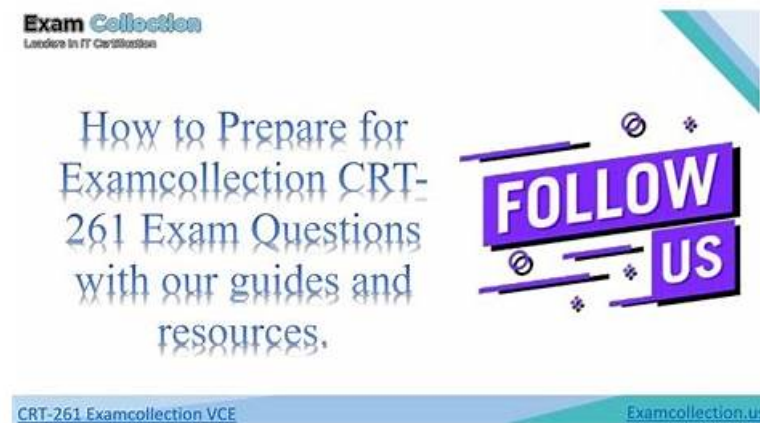
In fact, on one side, our CRT-261 training braidumps can help you pass the exam and win the certification. On the othe side, i think it is even more important, that you can apply what you have learned on our CRT-261 Practice Guide into practices. Your speed of finishing the task will be greatly elevated. Everting will take positive changes because of our CRT-261 exam materials. Please cheer up for yourself.

Salesforce CRT-261: Certification Preparation for Service Cloud Consultant is an advanced certification exam designed for professionals who want to specialize in the Service Cloud. Certification Preparation for Service Cloud Consultant certification exam is intended for those who have significant experience in implementing Salesforce Service Cloud solutions and want to showcase their expertise in the field. CRT-261 Exam is a great way to demonstrate your knowledge and skills, and can boost your career prospects in the Salesforce ecosystem.

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Salesforce is a leading customer relationship management (CRM) platform used by companies globally to manage their sales, marketing, customer service, and other business operations. With the growing demand for Salesforce professionals, Salesforce offers various certifications to validate the skills and expertise of professionals in different areas of the platform. One such certification is the Salesforce CRT-261 Certification Preparation for Service Cloud Consultant Exam.

Salesforce CRT-261 is a certification exam that is designed to test an individual's knowledge and skills in using the Service Cloud platform. CRT-261 exam is intended for those who have experience in customer service and support, and who want to demonstrate their expertise in using Salesforce Service Cloud. Certification Preparation for Service Cloud Consultant certification is recognized globally and is one of the most sought-after certifications in the IT industry.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q157-Q162):

NEW QUESTION # 157
what approach should a consultant use to ensure that knowledge search
only display articles for a servcie agents product specialization ?

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

Answer: A

Explanation:
Explanation
Creating a data category for each product and assigning data categories to service agents is an approach that can ensure that knowledge search only displays articles for a service agent's product specialization. Data categories are classifications that can be used to organize and filter knowledge articles by topic or type. Data category visibility can be set for each user profile or permission set to control which data categories are accessible for each user. Verified References: : https://help.salesforce.com/s/articleView?id=sf.knowledge_categories_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.knowledge_categories_assign.htm&type=5

NEW QUESTION # 158
Universal containers would like for articles to be suggested to agents based on information they are typing into the case. What solution should a consultant recommend?

- A. Enable the knowledge sidebar setting in the case support settings.
- B. Create a salesforce console for service and enable the knowledge sidebar on the case page layout.
- C. Enable the knowledge sidebar related list on the case page layout.
- D. Create a visualforce page called knowledge sidebar on the case page layout.

Answer: B

Explanation:
Creating a Salesforce console for service and enabling the knowledge sidebar on the case page layout is a solution that can enable articles to be suggested to agents based on information they are typing into the case.
A Salesforce console for service is a workspace that allows agents to manage multiple cases and interactions on a single screen. The knowledge sidebar is a feature that shows suggested articles based on the case subject, description, or other fields in the console.
Verified References: : https://help.salesforce.com/s/articleView?
id=sf.console2_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.
knowledge_sidebar_enable.htm&type=5

NEW QUESTION # 159
Universal Containers wants to maintain Service Level Agreements on its customer cases. Customers are provided different service levels based on their Services agreement. The VP of Customer Service wants to use Service Cloud to track and ensure senior management is alerted when cases have NOT completed certain stages.
Which Service Cloud feature should the Consultant recommend to address this requirement?

- A. Case Escalation
- B. Entitlements and Milestones
- C. Case Assignment
- D. Salesforce Console

Answer: B

Explanation:
Explanation
Entitlements and milestones are Service Cloud features that help you track and ensure service level agreements (SLAs) on customer cases. Entitlements define the levels of support that customers are eligible to receive based on their products, service contracts, or warranties. Milestones define the critical steps in your support process, such as first response time or resolution time, and track whether they are completed on time. You can use entitlement processes to automate actions when milestones are approaching,

violated, or completed, such as sending email notifications, assigning cases to queues or users, or changing field values. Verified References: Service Cloud Consultant Certification Guide & Tips, Set Up and Manage Entitlements and Milestones

NEW QUESTION # 160

Universal Containers has a well-defined support process for cases which includes the following statuses:

* New
* Assigned
* In Progress
* Waiting On Customer
* Closed

The support manager has noticed an increase in the average age of a case and wants to understand how long a case is in each status. Which report type should the consultant consider when collecting data for the support manager?

- A. Cases with Milestones
- B. Case Lifecycle
- C. Case History

Answer: C

Explanation:

For analyzing the duration cases spend in each status, the "Case History" report type is most suitable. This report tracks all changes made to a case, including status updates, providing a detailed timeline of a case's progression. This data enables the support manager to identify bottlenecks or stages where cases are delayed, facilitating targeted improvements in the support process.

NEW QUESTION # 161

Cloud Kicks wants to view cases resolved on the nrst cal. Pecs nave been trainee to use Save & Close when creating a Case. An existing Closed Case repot must be modified to show ftrst call resolution.

What is the recommendeo report change to meet the requirements7

- A. Filter where Closed Date equals Created Date
- B. Filter or Cosed When Created equals true
- C. Filter on Status equals Ctosea Resolved
- D. Filter where Dete/Time Opened equals Created Date

Answer: B

Explanation:
Explanation
Filtering on Closed When Created equals true is a report change that can show first call resolution. Closed When Created is a field on the Case object that indicates whether the case was closed when it was created, meaning it was resolved on the first call. Filtering on this field will show only the cases that were closed on the first call. Verified References: :
https://help.salesforce.com/s/articleView?id=sf.case_fields.htm&type=5 :
https://help.salesforce.com/s/articleView?id=sf.reports_filtering.htm&type=5

NEW QUESTION # 162

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