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Salesforce CRT-261 Certification Exam is ideal for individuals who are responsible for designing, configuring, and implementing Service Cloud solutions. Certification Preparation for Service Cloud Consultant certification exam is also suitable for individuals who work as Salesforce administrators, consultants, and developers, helping businesses to optimize their customer service operations. CRT-261 Exam is intended for professionals who have practical experience in implementing Service Cloud solutions and are looking to validate their skills through a recognized certification.

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Salesforce CRT-261 Certification Exam is designed to test the knowledge and skills of professionals who are seeking to become Service Cloud Consultants. Certification Preparation for Service Cloud Consultant certification exam covers a wide range of topics related to customer service management, including case management, contact center management, and service level agreements. CRT-261 Exam is intended for individuals who have experience working with Salesforce Service Cloud and are looking to validate their knowledge and skills in this area.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q156-Q161):

NEW QUESTION # 156
Cloud Kicks (CK) recently implemented Knowledge Centered Support to improve the expertise of its agents. The pilot focused on creating articles for the most common support topics. After the pilot, customer satisfaction has improved and average call time has decreased. To continue improving KPIs, CK wants to know where to focus its efforts next.
Which Knowledge dashboard should a consultant use?

- A. Top Articles sorted descending
- B. Most Linked Articles
- C. Search Activity Gaps
- D. Most Revised Articles

Answer: B

NEW QUESTION # 157
Ursa Major Solar (UMS) provides customers with remote monitoring of solar panels. When there are issues with the service, such as a power outage, UMS needs to provide service agents, operations teams, and customers with full visibility into the issue.
What is the recommended feature to meet the requirements?

- A. Self Service Knowledge
- B. Incident Management
- C. Video Support
- D. Workforce Engagement

Answer: C

NEW QUESTION # 158
The contact center at Universal Containers wants to reduce call volume and resolution time within Service Cloud.
Which solution should a consultant recommend?

- A. Chat with an agent
- B. Email-to-Case
- C. Knowledge base

Answer: C

Explanation:
To reduce call volume and resolution time within Service Cloud, implementing a comprehensive Knowledge base is recommended. Providing customers with access to self-service information through Knowledge articles enables them to find answers to common questions independently, reducing the need for direct contact with service agents and improving overall service efficiency.

NEW QUESTION # 159
What metrics should a contact center manager consider to measure adoption of Salesforce Knowledge? (Choose 2)

- A. Number of solutions created by agent
- B. Number of articles attached to a case
- C. Number of cases escalated by agent
- D. Number of articles created by agent

Answer: B,D

NEW QUESTION # 160
Universal Containers is using the Lightning Service Console for managing cases and wants to add a softphone to enable click-to-call

capability.

Which three configurations are needed for the softphone to work in Salesforce? Choose 3 answers

- A. Create a softphone layout and assign to user profiles.
- B. Assign the correct Salesforce users to the Call Center.
- C. Assign the Salesforce CTI license to Salesforce users.
- D. Enable Live Agent in their community to chat with an agent.
- E. Install an adapter from AppExdiange to work with third-party CTI systems.

Answer: A,B,E

NEW QUESTION # 161

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