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Salesforce CRT-261Certification Preparation for Service Cloud Consultant1



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If you do not quickly begin to improve your own strength, the next one facing the unemployment crisis is you. The time is very tight, and choosing our CRT-261 study materials can save you a lot of time. And our CRT-261 Exam Questions can really save you time and efforts. If you study with our CRT-261 learning guide for 20 to 30 hours, then you will be able to pass the exam and get the certification.

Salesforce CRT-261 certification exam is an excellent way for professionals to demonstrate their expertise in designing and implementing Service Cloud solutions. By covering a range of topics and testing candidates' ability to design and implement a Service Cloud solution, this certification provides a comprehensive measure of a candidate's knowledge and skills. Obtaining this certification can help professionals advance their careers and demonstrate their commitment to ongoing learning and professional development.

Salesforce CRT-261 Certification Preparation for Service Cloud Consultant exam is designed for professionals who are looking to enhance their skills and knowledge in the field of service cloud consulting. Certification Preparation for Service Cloud Consultant certification exam is ideal for service cloud consultants who are responsible for designing and implementing service cloud solutions for their clients.

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It is common in modern society that many people who are more knowledgeable and capable than others finally lost some good opportunities for development because they didn't obtain the CRT-261 certification. The prerequisite for obtaining the CRT-261 Certification is to pass the exam, but not everyone has the ability to pass it at one time. But our CRT-261 exam questions will help you pass the exam by just one go for we have the pass rate high as 98% to 100%.

Salesforce CRT-261 Exam Tests the candidates' knowledge in various areas related to Service Cloud, including service cloud automation, service console, email integration, case management, and service cloud analytics. Candidates need to have a thorough understanding of the Salesforce platform, including its features, functionality, and capabilities. They also need to have experience in implementing Service Cloud solutions that meet customer requirements.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q151-Q156):

NEW QUESTION # 151

Universal Containers wants to automate case management for the web support team.

When new cases come in from the website they should be routed to the support team to work in the order that they are submitted. Which approach should a Consultant implement?

- A. Lightning Component
- B. Direct Messaging
- C. Case queues
- D. Contact Request flow

Answer: C

Explanation:

Explanation

Case queues are an approach that a consultant should implement to automate case management for the web support team. Case queues are locations where cases are routed to await processing by a group of users. Case queues can be used to assign cases to the web support team based on criteria such as case origin, priority, or type. Case queues also allow agents to work on cases in the order that they are submitted.

Verified References:

: https://help.salesforce.com/s/articleView?id=sf.customize_queues.htm&type=5

: https://help.salesforce.com/s/articleView?id=sf.customize_casequeues.htm&type=5

NEW QUESTION # 152

Cloud Kicks uses Social Customer Service to create and respond to customer cases. After closing a case, service agents are seeing duplicate cases the customer makes a new social post.

What should a consultant recommend?

- A. Change the Run Apex As User to a service agent profile.
- B. Establish Duplicate Rules to find similar cases.
- C. Configure a Macro to close the duplicate case.
- D. In Inbound Setting, set Enable Case Reopen to 3 days.

Answer: D

Explanation:

This is the recommended solution to prevent duplicate cases when a customer makes a new social post after closing a case. In Inbound Settings, there is an option to enable case reopen, which allows a closed case to be reopened when a customer replies on the same social network within a specified number of days. Setting this option to 3 days means that if a customer posts a new comment on Facebook or Twitter within 3 days of closing a case, the original case will be reopened instead of creating a new one.

Verified References: : Enable Case Reopen

NEW QUESTION # 153

Universal Containers provides customer support for both new products and routine maintenance of existing products. The cases for

both types have many stages and fields in common; however, the maintenance cases have additional stages and fields that need to be captured. Which feature should a consultant recommend to accomplish this objective?

- **A. Support Processes**
- B. Support Types
- C. Approval Processes

Answer: A

Explanation:

To accommodate the common stages and fields for new product support cases and the additional stages and fields for maintenance cases, implementing Support Processes is recommended. Support Processes allow for the customization of case stages based on the type of support being provided, ensuring that all necessary information is captured accurately for each case type.

NEW QUESTION # 154

Universal Containers (UC) is updating the Service Cloud console app for its call center agents. Management is concerned that deploying the new app will disrupt current operations and impact customer satisfaction. What should the consultant recommend to mitigate these concerns?

- A. Deploy the configuration from a sandbox to production during the next Salesforce version update so the system only goes down once.
- **B. Configure the new app in developer org and use an unmanaged package to deploy to production.**
- C. Deploy the configured and tested app to production, update the agent's profile to view the app and take away access to the old app.
- D. Configure the new app in a sandbox. Use a change-set to push the configuration to production for testing and training.

Answer: B

NEW QUESTION # 155

Universal Containers is migrating from Classic Knowledge to Lightning Knowledge using the Lightning Knowledge Migration Tool and noticed that none of the Article file attachments were migrated. How can a Consultant migrate the file attachments?

- **A. Use the Files Related List on each article to add files to your articles.**
- B. Post the Files to the Chatter Feed on each Article.
- C. Use the Lightning Knowledge Migration Tool and choose 'include files'.
- D. Upload the files as Documents, then relate them to the migrated Articles.

Answer: A

Explanation:

The Knowledge Importer is a tool that allows you to import articles from CSV files into Lightning Knowledge. However, it does not support importing file attachments from external knowledge bases. To migrate the file attachments, you need to use the Files Related List on each article to add files to your articles manually. You can upload files from your computer or select files from Salesforce or an external source such as Google Drive or Box. Verified References: [Import Articles into Lightning Knowledge] and [Add Files to Articles]

NEW QUESTION # 156

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