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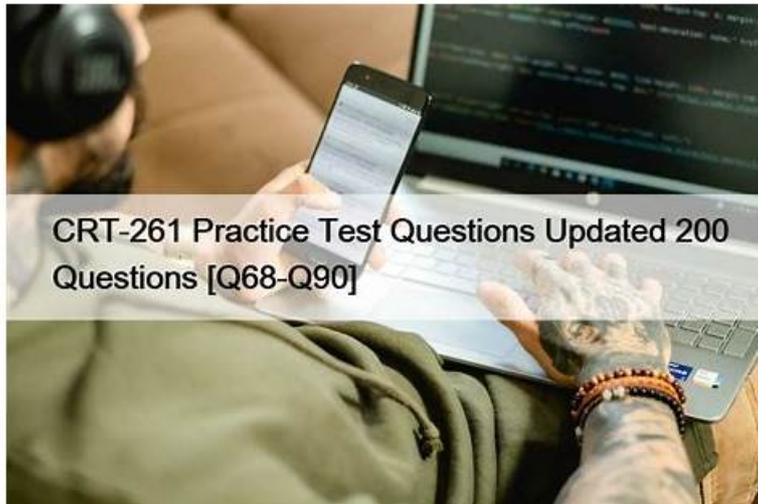
CRT-261 Practice Test Questions Updated 200 Questions [Q68-Q90]

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Salesforce CRT-261 exam is designed to test the knowledge and expertise of individuals who seek to become certified Service Cloud Consultants. Certification Preparation for Service Cloud Consultant certification is ideal for professionals who are responsible for designing and implementing solutions that improve customer service, agent productivity, and business processes. CRT-261 Exam is comprehensive and covers a wide range of topics, including case management, service contracts, knowledge management, and data management.

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Salesforce CRT-261 Current Exam Content, Valid CRT-261 Exam Duration

The Salesforce CRT-261 practice tests on this software will allow you to self-assess your progress. It also allows you to schedule your Salesforce CRT-261 practice exam. It imitates the actual pattern of the CRT-261 Exam. This format works on Windows-based devices and requires no internet connection. The dedicated support team works hard to resolve any problem at any time.

Salesforce CRT-261 (Certification Preparation for Service Cloud Consultant) certification exam is designed for professionals who want to demonstrate their knowledge and skills in implementing and consulting on Salesforce Service Cloud solutions. Certification Preparation for Service Cloud Consultant certification is ideal for individuals who work with customers to identify and create comprehensive solutions that address customer service requirements. CRT-261 Exam measures candidates' ability to design and implement Service Cloud solutions that meet customer needs, and their understanding of the key considerations for designing a Service Cloud solution.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q69-Q74):

NEW QUESTION # 69
Service agents at Cloud Kicks frequently encounter duplicate cases from the same customers in different channels.
Management would like to provide a method for service agents to handle duplicates and delete one of the cases.
Which action should a consultant recommend?

- A. Create an autolaunched Flow,
- B. Set up duplicate rules on Case.
- C. Enable Case Merge.

Answer: C

Explanation:
To address the issue of duplicate cases from the same customers in different channels, enabling the Case Merge feature is recommended. This allows service agents to easily identify and merge duplicate cases, ensuring a consolidated view of customer issues and preventing redundant work.

NEW QUESTION # 70
Universal Containers' customer support management wants to provide proactive communications to customers who are likely to provide low customer satisfaction (CSAT) scores Which two customer-related metrics should the customer support management analyze?
Choose 2 answers

- A. Escalated cases by account month-to-date
- B. Time spent by account year-to-date
- C. High priority cases opened by account month-to-date
- D. New cases opened by account channel

Answer: A,C

NEW QUESTION # 71
Universal Containers needs to provide contact center agents with access to a customer's payment history if the call concerns a billing problem. The following considerations need to be taken into account:
* Billing problems account for less than 5% of calls.
* Billing data is stored in an external system containing over 20 million records.
* Agents do not want to maintain separate login sessions for Salesforce and the billing system.
Which two solutions should a consultant recommend? Choose 2 answers

- A. Create a Visualforce page that retrieves payment information via a Web Service call-out.
- B. Use Lightning Connect to connect and access data in real-time from the billing system.
- C. Create a custom tab of type URL that displays a search page from the billing system.
- D. Import payment data into Salesforce and add to the contact page layout as a related list.

Answer: A,C

NEW QUESTION # 72
A service manager at Cloud Kicks has received complaints from customers who speak languages other than English that their cases are taking a long time to be resolved. After investigation, the consultant has determined that these work items fail to be assigned to the correct agents.
What should the consultant recommend that the service manager do first?

- A. Review Skills Backlog.
- B. Review Queues Backlog.
- C. Review Assigned Work.

Answer: A

Explanation:
Reviewing the Skills Backlog allows the service manager to identify any mismatches or delays in assigning cases to agents with the appropriate language skills. Addressing issues in the skills assignment process can help reduce resolution times for non-English speaking customers by ensuring cases are directed to the right agents.

NEW QUESTION # 73

Cloud Kiks uses Dialer and one-lick calling to initiate phoe calls to customers. They have recently recived complaints from customers who have set their communication preference to email only or text only.
What should a consultant recommend to meet the requirements?

- A. Configuration a Validation Rule to block on-click calling.
- B. Configure Dialer to use Voicemail Crop by default.
- C. Use Dynamic Forms to conditionally hide the one-click field.
- D. Set the Contact Do not Call field value to true.

Answer: C

NEW QUESTION # 74

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