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Salesforce CRT-261 Certification Exam is designed for individuals who want to demonstrate their expertise in the area of Service Cloud Consulting. CRT-261 exam is specifically designed for professionals who have already implemented Salesforce Service Cloud solutions and are looking to further enhance their skills and knowledge. Certification Preparation for Service Cloud Consultant certification exam provides an opportunity for consultants to validate their knowledge and expertise in designing and implementing Service Cloud solutions that meet the needs of their clients.

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The Salesforce CRT-261 desktop-based practice exam is compatible with Windows-based computers and only requires an internet connection for the first-time license validation. The web-based Certification Preparation for Service Cloud Consultant (CRT-261) practice test is accessible on any browser without needing to install any separate software. Finally, the Certification Preparation for Service Cloud Consultant (CRT-261) dumps pdf is easily portable and can be used on smart devices or printed out.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q117-Q122):

NEW QUESTION # 117

Universal Containers wants to implement best practices for its customer support teams and has decided to follow a Knowledge Centered Support (KCS) methodology.

Which benefit can be expected?

- A. Reduced first contact resolution time
- **B. Reduced issue resolution time**
- C. Reduced post-interaction time

Answer: B

Explanation:

Adopting a Knowledge Centered Support (KCS) methodology can lead to reduced issue resolution time as a key benefit. KCS emphasizes the creation, maintenance, and effective use of a knowledge base, enabling faster access to solutions and reducing the time needed to resolve customer issues.

NEW QUESTION # 118

Universal Container wants to let its customers interact real time with support agents from their computers and mobile devices. What feature should a consultant recommend to meet this requirement?

- A. Customer Community
- **B. Embedded Chat Service**
- C. Case Assignment Rules
- D. Web-to-Case

Answer: B

Explanation:

Explanation

Embedded Chat Service is a feature that can meet the requirement of allowing customers to interact real time with support agents from their computers and mobile devices. Embedded Chat Service allows administrators to embed a chat widget on any web page or mobile app that customers can use to start a live chat session with an agent. Embedded Chat Service also supports features such as pre-chat forms, chat transcripts, file transfer, and chat transfer. Verified References: :

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

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

NEW QUESTION # 119

A consultant is working on a Service Cloud implementation with a fixed budget and timeline. Additional requirements were discovered early on that will result in the project exceeding timeline and budget constraints.

What is the first step the consultant should take to address the issue?

- **A. Prepare a change order to account for the additional requirements and communicate the new project schedule.**
- B. Document the gap in requirements and discuss the schedule and budget Impact with the project team.
- C. Incorporate the additional requirements to the project scope and continue with the original project schedule.

Answer: A

Explanation:

When additional requirements are discovered that impact the project's timeline and budget, preparing a change order to account for these requirements is the first step. This involves adjusting the project scope, timeline, and budget to accommodate the new requirements, ensuring that all stakeholders are aligned and informed about the changes and implications for the project's delivery.

NEW QUESTION # 120

universal containers wants to schedule technicians for repair services when an agent is unable to solve customer problem via call center

- **A. field service**
- B. Contact Requests
- C. Omni channel
- D. Mobile connect

Answer: A

NEW QUESTION # 121

Cloud Kicks is planning to use Case Teams to help swarm on difficult issues. Support agents can use predefined Case Teams to add specialists on a Case. Specialists need to be able to view Cases and add related records to the Case. What is the recommended level of Case Access for the Case Team Role?

- A. Private
- B. Read Only
- **C. Read/Write**
- D. Visible in Portal

Answer: C

Explanation:

Explanation

Read/Write is the recommended level of Case Access for the Case Team Role. Case Access is a setting that determines what level of access users have to cases that they are added to as case team members. Read/Write access allows users to view and edit cases and related records, such as activities or attachments. Read/Write access can help specialists collaborate on cases and provide solutions. Verified References: :

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

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

NEW QUESTION # 122

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