

# Free PDF Salesforce - CRT-261 - Certification Preparation for Service Cloud Consultant Updated Reliable Study Questions

## Practice Mock

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## Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q118-Q123):

### NEW QUESTION # 118

The Service Manager at Universal Containers is concerned that users will NOT be able to manage cases in the Service Console efficiently and reduce clicks. Which feature should a Consultant implement to address this concern?

- A. Multiple Monitors Components
- B. Console Keyboard Shortcuts
- C. **Configure Macros**
- D. Collapsible Sidebar Components

Answer: C

### NEW QUESTION # 119

As part of a new Salesforce knowledge implementation, Universal Containers would like to migrate articles from their current database. Which factor should a consultant consider as part of the migration strategy?

- A. Verify that each article type has field level security on all fields set to read only prior to import, in order to prevent any loss of data.
- B. Convert any articles containing HTML into plain text before importing because HTML is NOT supported to any article field types.
- C. Prepare a single .csv file that can be used to migrate all article types at once and include with a .properties file in a.zip for import
- D. **Ensure that each existing article type has a corresponding knowledge article type that matches its structure and content.**

Answer: D

### NEW QUESTION # 120

Universal Containers is evaluating whether to implement On-Demand Email-to-Case or Email-to-Case and needs to ensure the solution selected will meet its requirements. Which customer requirement would require the use of Email-to-Case?

- A. **Accepts email attachments larger than 10 MB**
- B. Accepts attachments from emails

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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.

Salesforce CRT-261 is a certification exam designed for professionals who want to validate their skills and knowledge in the field of Service Cloud. Certification Preparation for Service Cloud Consultant certification exam is intended for individuals who have

extensive experience in implementing Service Cloud solutions and are looking to validate their expertise in this area. By passing CRT-261 exam, candidates can demonstrate their ability to design and implement Service Cloud solutions that meet the needs of their clients.

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Salesforce CRT-261 (Certification Preparation for Service Cloud Consultant) certification exam is designed for professionals who specialize in customer service and support. CRT-261 exam tests the candidate's knowledge and skills in various areas such as Salesforce tools, knowledge management, case management, and contact center analytics. Certification Preparation for Service Cloud Consultant certification is ideal for individuals who want to advance their career in the customer service industry and gain recognition for their skills and expertise.

### **Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q116-Q121):**

#### **NEW QUESTION # 116**

Universal Containers Executives want to see contact center metrics from each of its different geographic regions. How should a Consultant support this requirement?

- A. Create a Dashboard for each Case Team.
- B. Create a Dashboard for each Region.
- **C. Create a single Dashboard with a Region filter.**
- D. Create a single Dashboard with a Case Team filter.

**Answer: C**

#### **NEW QUESTION # 117**

A consultant has been asked to advise Cloud Kicks (CK) on how to manage 5 years of case data so it is available to customers upon request.

Which feature will help CK users archive and access the case information from an External Object?

- A. Salesforce Big Object
- **B. Salesforce connect**
- C. Salesforce Case History Object

**Answer: B**

Explanation:

Salesforce Big Objects are purpose-built to handle large volumes of data-ideal for archiving long-term historical records such as 5 years of case data. They store data natively within Salesforce while minimizing impact on standard object storage limits.

Big Objects support custom definitions and can be queried using Async SOQL for efficient data retrieval.

This is well-suited for scenarios where data is infrequently accessed but must remain available for auditing or customer service inquiries. Unlike Salesforce Connect, which displays external data, Big Objects retain the data within Salesforce, which is key for compliance and availability needs.

References:[https://developer.salesforce.com/docs/atlas.en-us.bigobjects.meta/bigobjects/big\\_object.htm](https://developer.salesforce.com/docs/atlas.en-us.bigobjects.meta/bigobjects/big_object.htm)

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#### **NEW QUESTION # 118**

Which two capabilities of Salesforce Knowledge ensure accurate content in Articles?  
Choose 2 answers

- A. Data Category to assign an Article Type to a Reviewer
- B. Validation Rules for Article Types to verify all fields during creation
- C. Approval Process that assigns an Article to a Reviewer Queue
- D. Knowledge Action to Publish an Article once the Article is approved

**Answer: A,B**

#### NEW QUESTION # 119

Universal Containers wants to display a history of all of today's changes to a case in the order that occurred on a single page view. This requirement includes comments, emails, and edit to case fields. What tool should a consultant recommend to implement this requirement?

- A. Visualforce custom page
- B. Salesforce Console for Service
- C. Auto launch flow
- D. Process Builder

**Answer: B**

#### NEW QUESTION # 120

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

**Answer: C,D,E**

Explanation:

Installing an adapter from AppExchange to work with third-party CTI systems, assigning the correct Salesforce users to the Call Center, and creating a softphone layout and assigning to user profiles are configurations that are needed for the softphone to work in Salesforce. A softphone is a customizable call-control tool that appears in the footer of the Service Console and allows agents to make and receive phone calls from within Salesforce. A softphone requires an adapter to connect with a third-party CTI (Computer Telephony Integration) system that handles the telephony functions, such as dialing, transferring, or conferencing. An adapter can be installed from AppExchange or developed using the Open CTI API. A Call Center is a record that defines the settings and behavior of the softphone, such as the adapter URL, the search preferences, or the call results. A Call Center must be created and assigned to the Salesforce users who need to use the softphone. A softphone layout is a layout that defines the fields and buttons that appear on the softphone for different call scenarios, such as inbound, outbound, or internal calls. A softphone layout must be created and assigned to the user profiles who need to use the softphone. Verified References: Service Cloud Consultant Certification Guide & Tips, Set Up Softphones in Salesforce Classic

#### NEW QUESTION # 121

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