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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 (Q86-Q91):

NEW QUESTION # 86
What should a consultant recommend to ensure chat requests contain sufficient information for service agents to respond effectively?

- A. Customize Intents using Einstein Chatbots.
- B. Customize the pre-chat form.
- C. Customize the Lightning Console chat page.

Answer: B

Explanation:
Customizing the pre-chat form allows for the collection of sufficient information from customers before a chat session begins. This ensures that service agents have the context and details needed to respond effectively, improving the efficiency and quality of chat interactions.

NEW QUESTION # 87
Cloud Kicks (CK) plans to use Queues for case management. CK wants to limit the ability to modify cases to the appropriate users. CK needs to understand the different between a Private and Public Read Only organization-wide defaults sharing model on cases.

- A. in a Private sharing model, only queue members can take ownership or cases in the Queue.
- B. In a Public Read Only sharing model, al users can view cases in a Queue.
- C. In a Private sharing model, only queue members and direct reports can view cases in a Queue.
- D. In a Public Read Only sharing model, all jsers can take ownership of cases in the Queue.

Answer: B

Explanation:
Explanation
In a Public Read Only sharing model, all users can view cases in a Queue is the correct statement that describes the difference between a Private and Public Read Only organization-wide default sharing model on cases. Organization-wide default sharing model is a setting that determines the baseline level of access users have to each other's records. Private sharing model means that only the record owner and users above them in the role hierarchy can view and edit records, unless access is granted by other means, such as sharing rules or manual sharing. Public Read Only sharing model means that all users can view records, but only the record owner and users above them in the role hierarchy can edit records, unless access is granted by other means.
Queues are locations where records are routed to await processing by a group of users. Queues can be used to assign cases to the users who have the appropriate skills, availability, or capacity to work on them. Users who are members of a queue can view and take ownership of records in that queue. Users who are not members of a queue can view records in that queue if the organization-wide default sharing model is Public Read Only or higher, but they cannot take ownership of those records. Verified References: :
https://help.salesforce.com/s/articleView?id=sf.sharing_model_fields.htm&type=5 :
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 # 88
What arc three necessary steps to test that the Omm-Channel implementation is routing correctly?
Choose 3 answers

- A. Change the owner to a queue associated with the routing configuration,
- B. Log in as a user who is enabled for Omni-Channel access.
- C. Open the record you want to route.
- D. Enable Debug Omni Channel routing configuration in SttUp.
- E. Open the Omni-Channel Supervisor tab.

Answer: B,D,E

NEW QUESTION # 89

Agents at universal containers are required to update the case status to waiting for customer after they send an email to the case contact. Support managers are noticing that many agents are forgetting to perform this step.
What should a consultnat recommend to address this problem.

- A. Activate a validation rule
- B. Define case escalation rules
- C. Configure flow Builder /Process Builder
- D. Create a Case Macro

Answer: C

NEW QUESTION # 90

Cloud Kicks (CK) plans to deploy Service Cloud. Customers have diferent levels of support available. CK is unsure whether Entitlements only or Entitlements plus Service Contracts is the correct solution.
Which question should be asked to determine the preferred solution?

- A. It support provoded on a periodic basis and renewed annually?
- B. Will customers access selft service resources through Experince Cloud?
- C. Do Service Agents need to determine whether a customer is eligible for support?
- D. Do multiple versions of the entitlements need to be created and maintained?

Answer: A

Explanation:
Explanation
This is the question that should be asked to determine the preferred solution, because it indicates whether CK needs to use Service Contracts or not. Service Contracts are agreements between a company and a customer that specify the duration and level of support for a product or service. If CK provides support on a periodic basis and renews it annually, then they should use Service Contracts along with Entitlements. If CK provides support based on other factors, such as number of cases or products purchased, then they can use Entitlements only. Verified References: : Service Contracts and Entitlements

NEW QUESTION # 91

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