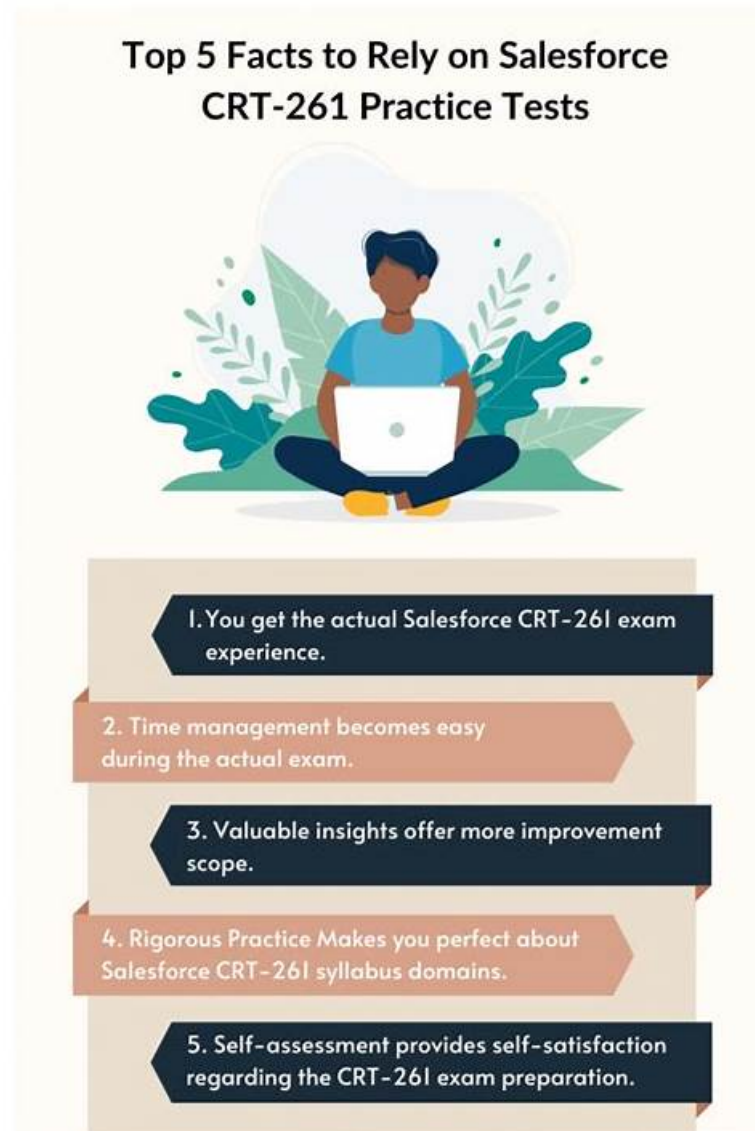


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The CRT-261 exam is a proctored exam that consists of 60 multiple-choice questions. Candidates have 105 minutes to complete the exam and must achieve a passing score of 68% or higher. CRT-261 exam is available in several languages, including English, Spanish, Portuguese, French, German, and Japanese. Salesforce recommends that candidates have at least six months of experience working with Service Cloud before taking the CRT-261 Exam. Achieving this certification demonstrates a candidate's ability to successfully implement Service Cloud solutions and can enhance their career opportunities in the Salesforce ecosystem.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q166-Q171):

NEW QUESTION # 166

Cloud Kicks is migrating its knowledge base from Classic Knowledge into Lightning Knowledge. After the migration, an integration process that manages the articles' lifecycles by archiving deleting articles of a certain designation now fails.

What are two reasons the integration is failing?

Choose 2 answers

- A. The Article Type field is no longer accessible via SOQL or the API.
- B. After the migration, an integration process that manages the articles' lifecycle by archiving and
- C. Only Published articles are available in the API.
- **D. URL formats for articles differ between Classic and Lightning Knowledge.**
- **E. Users must have Modify All permission to delete archived articles.**

Answer: D,E

Explanation:

Explanation

These are two reasons why the integration is failing after migrating from Classic Knowledge to Lightning Knowledge. The URL formats for articles change when migrating from Classic Knowledge to Lightning Knowledge, so any integration that relies on URLs needs to be updated accordingly. Also, users need to have Modify All permission on the article type object to delete archived articles in Lightning Knowledge, whereas in Classic Knowledge they only needed Delete permission on the article type object.

Verified References: :

URL Formats for Articles Change When Migrating from Classic Knowledge to Lightning Knowledge : Delete Archived Articles in Lightning Knowledge

NEW QUESTION # 167

Support engineers need to see a complete chronological list of field edits to a case, associated emails, case comments, and field edits to related objects in a single view while working on a case. How should this requirement be met?

- A. Create a custom view on the Case tab.
- B. Create a custom related list on the case.
- **C. Create a custom Visualforce page.**
- D. Create a custom report.

Answer: C

NEW QUESTION # 168

A Service Rep transfers a Live Agent Chat to another Rep.

Which two things will happen?

- A. The Customer doesn't know they were transferred
- **B. The Customer is shown the new Rep's name**
- **C. The chat transcripts and case are transferred**

- D. Both Service Reps can chat with the customer

Answer: B,C

Explanation:

When a service rep transfers a live agent chat to another rep, the customer is shown the new rep's name in the chat window. This helps the customer know who they are talking to and avoid confusion. The chat transcripts and case are also transferred to the new rep, so they can see the previous conversation history and case details.

This helps the new rep understand the customer's issue and provide a seamless service experience. Verified References: Service Cloud Consultant Certification Guide & Tips, Transfer Chats

NEW QUESTION # 169

Universal Containers is launching a full line of new products and Service Cloud should support the following requirements:

- * Agents need to collaborate with other teams.
- * The product development team needs to be alerted on high-priority cases for specific products.

Which solution will meet these requirements?

- A. Use Process Builder for notifications and case teams to monitor cases.
- B. Use escalation rules for notifications and account teams to monitor cases.
- C. Use Process Builder for notifications and account teams to monitor cases.
- D. Use escalation rules for notifications and case teams to monitor cases.

Answer: A

Explanation:

Explanation

This solution will meet the requirements, as Process Builder can be used to create workflows that send notifications to the product development team based on case criteria, such as priority and product type. Case teams can be used to help agents collaborate with other teams, such as product development, by granting them access to the case and displaying them in a related list on the case detail page. Verified References: Set Up Case Teams and Process Builder Overview

NEW QUESTION # 170

Milestones can be added to which two Object types?

Choose 2 answers

- A. Account
- B. Case
- C. Last
- D. Work Order

Answer: B,D

Explanation:

Explanation

These are two object types that milestones can be added to. Milestones are time-dependent actions that need to be completed within a certain period to achieve service level agreements (SLAs). Milestones can be added to work orders or cases using entitlement processes, which are timelines that include multiple milestones for each work order or case. Verified References: :

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

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

NEW QUESTION # 171

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