Salesforce CRT-261 Questions Latest CRT-261 Dumps PDF [2026]

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Salesforce CRT-261 Certification Exam consists of 60 multiple-choice questions and is designed to be completed in 105 minutes. Candidates must achieve a passing score of 65% or higher to earn their certification. Upon passing the exam, candidates will receive a Service Cloud Consultant certification from Salesforce, which demonstrates their expertise in using Salesforce Service Cloud to deliver exceptional customer service experiences.

Salesforce CRT-261 (Certification Preparation for Service Cloud Consultant) certification exam is designed to test the knowledge and skills of professionals who are interested in becoming Service Cloud Consultants. Certification Preparation for Service Cloud Consultant certification validates the expertise required to design and implement Service Cloud solutions that meet customer business requirements.

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Salesforce CRT-261 Exam covers a range of topics related to the Service Cloud Consultant role, including service cloud architecture, design, implementation, and management. CRT-261 exam also covers topics such as customer engagement, case management, knowledge management, and integration with other Salesforce products. Certification Preparation for Service Cloud Consultant certification exam is designed to test the candidate's ability to navigate the Service Cloud interface, analyze customer data, and design solutions that meet the specific needs of their clients.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q192-Q197):

NEW QUESTION # 192
Universal Containers runs a support operation with multiple call centers. The Support Manager wants to measure first-call resolution by call center location, agent, and calendar month.
Which reporting solution should the Consultant recommend?

- A. Create a joined report that includes fields for call center location, agent, calendar month, and first-call resolution.
- B. Create a list view report that includes fields for call center location, agent, calendar month, and first-call resolution.
- C. Create a matrix report that includes fields for call center location, agent, calendar month, and first-call resolution.
- D. Create a reporting snapshot that includes fields for call center location, agent, calendar month, and first-call resolution.

Answer: C

NEW QUESTION # 193
A company would like to implement a solution that would hold service reps accountable to customer Service Level Agreements.
Which two steps should be completed to meet this request? Choose 2 answers

- A. Enable Work Orders.
- B. Set up Milestones.
- C. Create an Entitlement Process.
- D. Configure Service Contracts.

Answer: B,C

Explanation:
Explanation
Creating an entitlement process and setting up milestones are steps that should be completed to hold service reps accountable to customer Service Level Agreements (SLAs). An entitlement process defines the timeline and steps required to deliver support to customers based on their entitlements. A milestone is a critical step in the support process that has a target date and time by which it must be completed. For example, a milestone could be responding to a customer within 24 hours or resolving a case within 5 days. By creating an entitlement process and setting up milestones, service reps can track their progress and ensure they meet the SLAs for each case. Verified References: Service Cloud Consultant Certification Guide & Tips, Set Up and Manage Entitlements and Milestones

NEW QUESTION # 194
Milestones can be added to which two Object types?
Choose 2 answers

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

Answer: B,C

NEW QUESTION # 195

Universal Containers wants to allow customers to ability to submit cases and also to see a dashboard of case resolution history. Which type of Community license should be used to meet these requirements?

- A. High Volume Customer Portal
- B. Lightning External Apps Starter
- C. Customer Community
- D. Customer Community Plus

Answer: D

Explanation:
Customer Community Plus is a type of Community license that should be used to meet the requirements of allowing customers to submit cases and see a dashboard of case resolution history. Customer Community Plus licenses are used for external users who access Experience Cloud sites and need to access standard CRM functionality, such as creating and managing cases, viewing reports and dashboards, or collaborating with other users. Customer Community Plus licenses are based on the number of named users and are suitable for frequent or high-value customers who need full access to Service Cloud features. Verified References: Service Cloud Consultant Certification Guide & Tips, Experience Cloud User Licenses

NEW QUESTION # 196

Which two configuration steps are required before quick actions can be used in Macros?

- A. Global Actions needs on the publisher layout.
- B. The specific quick action must be added to the case Feed.
- C. Quick Actions must be enabled in the org.
- D. The specific quick action must be added to the case record Type.

Answer: B,C

NEW QUESTION # 197

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