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One of the best ways to prepare for the Salesforce CRT-261 exam is to study the Certification Preparation for Service Cloud Consultant (CRT-261) exam questions. Familiarizing yourself with the CRT-261 certification using practice test on real-world data sets can help you build your confidence and prepare you for the exam. Additionally, taking CRT-261 Exam Questions and quizzes can help you identify areas where you need to improve and gauge your understanding of the material.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q126-Q131):

NEW QUESTION # 126

Universal Containers plans to migrate its existing knowledge base into Salesforce Lightning Knowledge. Which three statements should be considered?

Choose 3 answers

- A. Visualforce pages refer to Classic article types.
- B. Approval process history migrate to Lightning Knowledge.
- C. Attachments and .html files in Classic Knowledge are moved to the Files object.
- D. Article numbers change during migration.

- E. Each article must be associated to a record type.

Answer: B,C,E

NEW QUESTION # 127

Universal Containers requires that a case status be updated 48 hours after a solution to the case has been emailed to a customer. Which Salesforce feature would be used to meet this requirement?

- A. Validation rules
- B. Assignment rules
- C. Auto-response rules
- D. Workflow rules

Answer: D

NEW QUESTION # 128

Cloud Kicks use a Console App to support users. Service agents open an Account workspace tab and multiple subtabs for the Case, Contact and service Contract. Service agents would like to share links to recently opened subtabs with other users to swarm on cases.

What should a consultant recommend to meet the requirements?

- A. Actions & Recommendations component.
- B. Screen flow launched from a global action.
- C. Recent Items set to Account object.
- D. History Utility in the Utility bar.

Answer: D

Explanation:

History Utility in the Utility bar is a feature that can enable service agents to share links to recently opened subtabs with other users to swarm on cases. History Utility is a tool that allows agents to view their recently accessed records or tabs in the service console. History Utility can help agents quickly return to a prior case and copy the URL of the subtab to share with other users. Verified

References: : <https://help.salesforce.com/s>

/articleView?id=sf.console2_history_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.console2_history_share.htm&type=5

NEW QUESTION # 129

Ursa Major Solar sells highly technical products that require specific expertise for configuration changes and troubleshooting. A mobile workforce can be dispatched to support customers. Dispatching a worker comes at a high cost, and available appointment times are typically several weeks in the future.

What is the recommended method to improve the support experience while providing expert-level support?

- A. Workforce Engagement Self Scheduling
- B. Visual Remote Assistant
- C. Field Service Scheduler
- D. Omni-Channel Routing

Answer: B

Explanation:

Explanation

Visual Remote Assistant is a feature that allows you to provide real-time interactive video support to your customers using their mobile devices. You can see what your customers see through their camera, guide them with annotations and pointers, and troubleshoot issues remotely. This solution can improve the support experience while providing expert-level support, as it can reduce the need for dispatching field workers, save time and costs, and increase customer satisfaction. Verified References: [Visual Remote Assistant]

NEW QUESTION # 130

Service agents need to send emails with attachments to customers based on the case details. Which Lightning Service Console feature should a consultant use to meet the requirement?

- A. Lightning Knowledge
- **B. Custom case actions**
- C. Quick text template

Answer: B

Explanation:

To facilitate service agents sending emails with attachments based on case details, configuring custom case actions in the Lightning Service Console is recommended. These actions can be tailored to include email templates and attachment options, streamlining the process for agents and enhancing case resolution efficiency.

NEW QUESTION # 131

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