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Salesforce CRT-261

Certification Preparation for Service Cloud Consultant

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To appear for the Salesforce CRT-261 exam, candidates must have a good understanding of Salesforce Service Cloud features and functionalities. They should have experience in configuring and implementing Service Cloud solutions, including designing case management processes, creating custom objects, and configuring data models. Additionally, candidates should have an understanding of Salesforce integration capabilities, such as APIs, web services, and middleware.

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You can take the Certification Preparation for Service Cloud Consultant CRT-261 practice exam many times to analyze and overcome your weaknesses before the final Certification Preparation for Service Cloud Consultant CRT-261 exam. You will also improve your time management abilities by learning Certification Preparation for Service Cloud Consultant in Actual4Exams. CRT-261 Practice Test software 365 days updated and reliable. You will not face any problems in the final CRT-261 exam.

Salesforce CRT-261 exam covers a wide range of topics related to Service Cloud, including case management, contact center management, knowledge management, and integration of Service Cloud with other Salesforce solutions. CRT-261 exam also evaluates the ability of professionals to design and implement solutions that meet the specific business requirements of their clients. CRT-261 exam format consists of 60 multiple-choice questions, and test takers have 105 minutes to complete the exam.

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.

CRT-261 Reliable Test Blueprint, CRT-261 Valid Test Guide

Getting certified is a surefire way to advance your career in the IT industry. Nowadays, Salesforce CRT-261 certification has been one of the hottest exams which many IT candidates chased after. While how to pass the CRT-261 exam test in an efficient way is another question for all of you. I think our Actual4Exams CRT-261 will do some help. The high hit rate can ensure you 100% pass. The regular updates of the CRT-261 study material can keep you one step ahead in the real exam. The comprehensive questions with the accurate answers will help you have a good knowledge of the actual test and assist you pass with ease.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q84-Q89):

NEW QUESTION # 84

Universal Containers (UC) is in the process of setting up Experience Cloud. UC needs to give customers access to their agreed upon response times via the portal.

Which solution should a consultant recommend?

- A. Milestones
- B. Maintenance Plans
- C. Service Contracts

Answer: C

Explanation:

To provide customers with access to their agreed-upon response times via the portal, configuring Service Contracts in Experience Cloud is advisable. Service Contracts can detail the specific service levels agreed upon, and making this information accessible through the portal ensures transparency and sets clear expectations for service delivery.

NEW QUESTION # 85

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

Answer: A,C,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 # 86

Universal Containers wants to deploy the Service Cloud to its contact centers located across North America, Europe, and Asia. The

company wants standardized contact center processes and reporting implemented in its centers worldwide. Which approach should a consultant recommend in this scenario?

- A. Assign a global team of experienced agents and leaders to create a common design template and report structure.
- B. Recommend that the VP of Worldwide Support design a global template to provide a clear vision and standardization.
- C. Assign teams in each major contact center to design a solution unique to its needs and have an analyst build a combined report.
- D. Recommend utilizing out-of-the-box functionality to reduce cost and ensure one worldwide process and reporting.

Answer: A

NEW QUESTION # 87

Universal Containers (UC) added a channel to the Service Cloud deployment. UC wants the functionality to include the ability to log the case thread and store attachments to the case record.

Which channel should a consultant recommend to meet these requirements?

- A. Social Customer Service
- B. Web-to-case
- C. Email-to-case
- D. Chat

Answer: C

Explanation:

Email-to-case is a channel that meets the requirements of logging the case thread and storing attachments to the case record. Email-to-case is a feature that allows you to automatically create cases from incoming emails sent to your company's support addresses. Email-to-case preserves email formatting and supports HTML emails with embedded images. Email-to-case also captures email attachments and adds them to the case record. Email-to-case tracks the entire email conversation between the customer and the agent, and logs it as a case thread on the case feed or case comments. Verified References: Service Cloud Consultant Certification Guide & Tips, Email-to-Case Overview

NEW QUESTION # 88

Universal Containers wants to reduce the amount of time support agents spend creating cases. Case creation must scale up to 5000 new cases per day, as well as allowing file attachments under 25 MB by the customer.

Which two features should the consultant suggest?

Choose 2 answers

- A. Apex Email Service
- B. Web-to-Case forms
- C. Standard Email-to-case
- D. On-Demand Email-to-Case

Answer: B,D

Explanation:

Explanation

On-Demand Email-to-Case and Web-to-Case forms are features that a consultant should suggest to reduce the amount of time support agents spend creating cases. Case creation must scale up to 5000 new cases per day, as well as allowing file attachments under 25 MB by the customer. These features can help automate the case creation process from email or web sources, as well as support file attachments. For example:

On-Demand Email-to-Case is a feature that allows you to convert customer emails into cases without installing an agent in your network. On-Demand Email-to-Case can handle up to 5000 new cases per day, and can also accept file attachments up to 25 MB in size. On-Demand Email-to-Case can help reduce the manual work of creating cases from emails, as well as preserve the email formatting and headers.

Web-to-Case forms are forms that you can embed on your website to allow customers to submit cases directly to Salesforce. Web-to-Case forms can handle up to 5000 new cases per day, and can also accept file attachments up to 25 MB in size. Web-to-Case forms can help capture customer information and issues from your website, as well as reduce the email and phone traffic to your support team.

Verified References: Service Cloud Consultant Certification Guide & Tips, Set Up On-Demand Email-to-Case, [Set Up Web-to-

Case]

NEW QUESTION # 89

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Nowadays, we live so busy every day. Especially for some businessmen who want to pass the CRT-261 exam and get related certification, time is vital importance for them, they may don't have enough time to prepare for their exam. Some of them may give it up. After so many years' development, our CRT-261 exam torrent is absolutely the most excellent than other competitors, the content of it is more complete, the language of it is more simply. Believing in our CRT-261 Guide tests will help you get the certificate and embrace a bright future. Time and tide wait for no man. Come to buy our test engine.

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