Valid CRT-261 Exam Tips - 100% Pass First-grade CRT-261 - Valid Certification Preparation for Service Cloud Consultant Exam Objectives

Practice Mock

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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q118-Q123):

NEW QUESTION # 118
The Service Manager at Universal Containers is concerned that users will NOT be able to manage cases in the Service Console efficiently and reduce clicks.
Which feature should a Consultant implement to address this concern?

- A. Multiple Monitors Components
- B. Console Keyboard Shortcuts
- C. Configure Macros
- D. Collapsible Sidebar Components

Answer: C

NEW QUESTION # 119
As part of a new salesforce knowledge implementation, Universal Containers would like to migrate articles from their current database.Which factor should a consultant consider as part of the migration strategy?

- A. Verify that each article type has field level security on all fields set to read only prior to import, in order to prevent any loss of data.
- B. Convert any articles containing HTML into plain text before importing because HTML is NOT supported to any article field types.
- C. Prepare a single .csv file that can be used to migrate all article types at once and include with a. properties file in a.zip for import
- D. Ensure that each existing article type has a corresponding knowledge article type that matches its structure and content.

Answer: D

NEW QUESTION # 120
Universal Containers is evaluating whether to implement On-Demand Email-to-Case or Email-to-Case and needs to ensure the solution selected will meet its requirements.
Which customer requirement would require the use of Email-to-Case?

- A. Accepts email attachments larger than 10 MB
- B. Accepts attachments from emails

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The Salesforce CRT-261 Certification is one of the most valuable certificates in the modern Salesforce world. This Certification Preparation for Service Cloud Consultant (CRT-261) certification exam is designed to validate a candidate's skills and knowledge level. With this CRT-261 exam everyone whether he is a beginner or seasoned professional can not only validate their expertise but also get solid proof of their skills and knowledge. By doing this you can gain several personal and professional benefits.

To prepare for the Salesforce CRT-261 exam, candidates should have a deep understanding of Salesforce Service Cloud and its various features and functionalities. They should also have practical experience in implementing Service Cloud solutions and be familiar with the best practices and design patterns used in the industry. Salesforce offers a range of resources to help candidates prepare for the exam, including online training courses, study guides, and practice exams.

By completing the Salesforce CRT-261 course and passing the Service Cloud Consultant certification exam, individuals can demonstrate their expertise in Salesforce Service Cloud solutions. Certification Preparation for Service Cloud Consultant certification can help individuals advance their careers and increase their earning potential. Additionally, it can help organizations identify individuals who have the skills and knowledge needed to design and implement effective Service Cloud solutions. Overall, the Salesforce CRT-261 course is an excellent option for individuals who want to become certified Service Cloud Consultants and advance their careers in the Salesforce ecosystem.

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Many applicants do not fulfill their dream of becoming professionals because of using outdated exam preparation material. Failure in the Certification Preparation for Service Cloud Consultant exam leads them to anxiety. If this situation sounds familiar, do not waste time and get your hands on Salesforce CRT-261 for exam preparation.

Salesforce CRT-261 exam is a challenging certification for anyone interested in becoming a Service Cloud Consultant. CRT-261 exam is designed to assess an individual's knowledge of the Service Cloud, including the various tools, features, and functionalities available within Salesforce. Successful completion of CRT-261 Exam demonstrates a candidate's expertise in the implementation and management of the Service Cloud for clients.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q162-Q167):

NEW QUESTION # 162
Cloud Kicks (CK) has service agents based in North America and Europe respond to new leads created in Salesforce. The lead record includes the language spoken: English, French, or 5panish.
In CK's industry, the time to contact after a lead expresses interest is a critical success factor. Most service agents speak a single language and a few are multilingual.
What is the recommended feature to meet the requirements?

- A. Queue-Based Routing
- B. Lightning Flow for Service
- C. Skills-Based Routing
- D. Lead Assignment Rules

Answer: C

Explanation:
Skills-Based Routing is a feature that can enable service agents based in North America and Europe to respond to new leads created in Salesforce based on the language spoken. Skills-Based Routing is a feature that allows administrators to assign skills to agents and route work items, such as leads, cases, or chats, to the most qualified agent based on their skills, availability, and capacity. Skills-Based Routing can help ensure that leads are contacted by agents who speak the same language and provide faster and better service. Verified References: : https://help.salesforce.com/s/articleView?
id=sf.omnichannel_skills_based_routing_overview.
htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.omnichannel_skills_based_routing_setup.
htm&type=5

NEW QUESTION # 163
universal containers has regional contact centers around the world. Support Managers have asked to see support metrics for their region by default.
Which two strategies should a consultant recommend?

- A. Dashboad folder sharing
- B. Dynamic dashboards
- C. Org wide default for cases set to private
- D. Case Object permissions set to create and read

Answer: A,B

Explanation:
These are two strategies that a consultant should recommend to enable support managers to see support metrics for their region by default. Dashboard folder sharing is a strategy that allows administrators to control the visibility and access of dashboards by placing them in folders and setting the sharing settings for each folder. Dashboard folder sharing can help create different dashboards for each region and share them with the respective support managers. Dynamic dashboards are a type of dashboards that display data according to the security settings of the user who is viewing it. Dynamic dashboards can help show support metrics for each region based on the user's role or profile. Verified References: : https://help.salesforce.com/s/articleView?

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

NEW QUESTION # 164

Which feature should a Consultant recommend to allow a Tier 2 Service Representative to take over case processing from Tier 1 and know how far Tier 1 had progressed in troubleshooting?

- A. Lightning Flow Component
- B. Service Console Macros
- C. Lightning Guided Engagement
- D. Path for Cases

Answer: D

Explanation:
Explanation
Path for Cases is a feature that allows service reps to see where they are in the process of resolving a case and what steps they need to take next. Path for Cases displays key fields and guidance for each stage of the case lifecycle, such as New, Working, Escalated, or Closed. Path for Cases can help a Tier 2 service representative take over case processing from Tier 1 and know how far Tier 1 had progressed in troubleshooting by showing them the current status and values of the case. Verified References: Service Cloud Consultant Certification Guide & Tips, Set Up Path for Cases

NEW QUESTION # 165

What are three best practices that should be used when deploying Salesforce functionality to production?
Choose 3 answers

- A. Ensure all users refrain from logging into production for an entire day prior to deployment.
- B. Plan and communicate the deployment to all users of the organization in advance.
- C. Select a window of time when users will NOT be making changes to the organization.
- D. Ensure that at least 60% of the code is covered by unit tests before deploying to production.
- E. Migrate a test deployment to a staging environment for a smoother real-life experience.

Answer: B,C,E

Explanation:
Explanation
These are three best practices that should be used when deploying Salesforce functionality to production.
Planning and communicating the deployment to all users of the organization in advance will help avoid confusion and disruption, as well as ensure user adoption and feedback. Selecting a window of time when users will NOT be making changes to the organization will prevent data loss, conflicts, and errors during the deployment process. Ensuring all users refrain from logging into production for an entire day prior to deployment will minimize the risk of overwriting or corrupting the deployed functionality. Verified References: :
https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-models/plan-an
:
https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-models/deploy-

NEW QUESTION # 166

Universal Containers recently implement Service Cloud. The Support Manager notices that cases are being distributed unevenly across the team.
What should the consultant recommend to address this problem

- A. Configure Case Assignment Rules to use Queues.
- B. Configure Omni-Channel Routing Model as Least Active.
- C. Configure Omni-Channel Routing Model as Most Available.
- D. Configure Case Assignment Rules to use Users.

Answer: A

Explanation:

Explanation

Case assignment rules are used to automatically assign cases to users or queues based on certain criteria, such as case origin, type, priority, or product. Queues are collections of records that can be accessed by multiple users who share the same job function or skill. By configuring case assignment rules to use queues, the Support Manager can ensure that cases are distributed evenly across the team and that agents can work on the cases that match their expertise or availability. Verified References: Service Cloud Consultant Certification Guide & Tips, Set Up Case Assignment Rules, Set Up Queues

NEW QUESTION # 167

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