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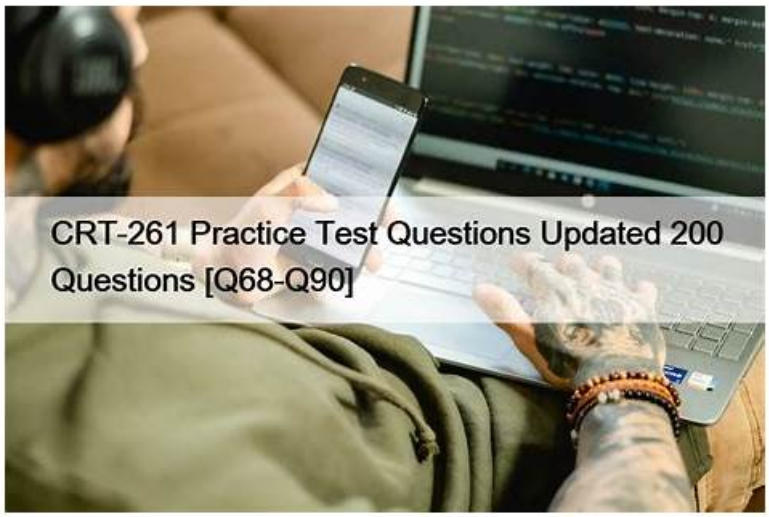

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Salesforce CRT-261 Certification Exam is an excellent opportunity for professionals who are looking to advance their career in customer service. By obtaining this certification, you can demonstrate your expertise in Salesforce Service Cloud and set yourself apart from your peers in the job market. With the right preparation and resources, you can successfully pass the exam and take your career to the next level.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q10-Q15):

NEW QUESTION # 10
Which application will allow a client to enable Ideas on a public website?

- A. Self-service portal
- B. Customer portal
- C. Sites
- D. Partner portal

Answer: C

NEW QUESTION # 11
Solution for 15+ MB attachments, 10,000 email cases and 3,000 web cases.

- A. Email to case with web to case
- B. On-demand email to case with sites
- C. Email to care with Site
- D. On-demand email to case

Answer: A

NEW QUESTION # 12
The Service Manager at universal Containers manages three teams. Each team provides support for the specific product. Agents have concerns about seeing search results for other products when searching the knowledge base. The service manager originally provided the teams with full access to the articles.
Which solution will ensure each team sees only the relevant article type for their product?

- A. Create a page layout for each article type and assign them to each team based on their product specialization
- B. Create an article action for each record type and assign them to each team based on their product specialization
- C. Create a data category for each product and assign them to each team bases on their product specialization
- D. Create a permission set for each record type and assign them to each team based on their product specialization

Answer: C

NEW QUESTION # 13
DreamMouse Realty would like to provide a user-friendly way for clients to apply for a home loan through an Experience site. Many times, clients do not complete are of the information and a loan specialist needs to finish the submission.
How should the administrator configure Salesforce to meet the requirements?

- A. Add a custom Lightning component to the site and the Case Lightning record page.
- B. Use email to case for the client to submit the relevant information to the specialist.
- C. Create a screen-based flow accessible from the Experience site and internaly.
- D. Post a web to case form on the site and assign the case to the specialist for completion.

Answer: C

Explanation:
Creating a screen-based flow accessible from the Experience site and internally is a solution that can enable clients to apply for a home loan through an Experience site and allow a loan specialist to finish the submission if needed. A screen-based flow is a type of flow that allows administrators to create guided processes that collect user input through screens and perform actions based on the input. A screen-based flow can be embedded in an Experience site or an internal app and allow clients or loan specialists to fill out the information for the home loan application. Verified References: : https://help.salesforce.com/s/articleView?id=sf.flow_concepts_screenelement.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.flow_distribute_overview.htm&type=5

NEW QUESTION # 14
A manager would like information on the knowledge base searches conducted by customers and call center agents. Which two metrics are useful for identifying knowledge article effectiveness?
Choose 2 answers

- A. Knowledge articles with the lowest rating.
- B. Knowledge search query with no results.
- C. Knowledge articles created by call center agents.
- D. Number of knowledge articles in each data category.

Answer: A,B

Explanation:
These two metrics are useful for identifying knowledge article effectiveness, as they indicate the gaps and weaknesses in the knowledge base. Knowledge search query with no results shows how often customers and agents search for something that is not covered by any article, which suggests a need for creating new content.
Knowledge articles with the lowest rating shows how satisfied customers and agents are with the quality and relevance of the existing articles, which suggests a need for improving or updating the content. Verified References: Report on Salesforce Knowledge Articles and Knowledge Base Dashboards & Reports

NEW QUESTION # 15
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