CRT-261 Practice Materials: Certification Preparation for Service Cloud Consultant - CRT-261 Test Preparation - PDFVCE

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Earning a Salesforce CRT-261 certification demonstrates that a professional has the necessary skills and knowledge to design, implement and manage Service Cloud solutions. Certification Preparation for Service Cloud Consultant certification is highly regarded by employers, and it can help professionals advance their careers in service cloud consulting. Additionally, this certification can help professionals gain a better understanding of the Salesforce platform and how it can be used to meet customer's business requirements.

Salesforce CRT-261 Certification Exam is designed for individuals who want to demonstrate their expertise in the area of Service Cloud Consulting. CRT-261 exam is specifically designed for professionals who have already implemented Salesforce Service Cloud solutions and are looking to further enhance their skills and knowledge. Certification Preparation for Service Cloud Consultant certification exam provides an opportunity for consultants to validate their knowledge and expertise in designing and implementing Service Cloud solutions that meet the needs of their clients.

Salesforce CRT-261 Exam is designed to assess the knowledge and skills of professionals who are responsible for designing and implementing Salesforce Service Cloud solutions. CRT-261 exam is intended to validate the candidate's ability to design and implement Service Cloud solutions that meet customer needs and help organizations achieve their business goals. CRT-261 exam covers a range of topics including service cloud architecture, data modeling, case management, knowledge management, omni-channel routing, and integration with other Salesforce clouds. CRT-261 exam consists of 60 multiple-choice questions and has a time limit of 105 minutes. Candidates who pass the exam will earn the Salesforce Certified Service Cloud Consultant credential, which demonstrates their expertise in designing and implementing Service Cloud solutions.

Valid Test CRT-261 Test, CRT-261 Latest Test Questions

If you are curious or doubtful about the proficiency of our CRT-261 practice materials, we can explain the painstakingly word we did behind the light. By abstracting most useful content into the CRT-261 practice materials, they have help former customers gain success easily and smoothly. The most important part is that all contents were being sifted with diligent attention. No errors or mistakes will be found within our CRT-261 practice materials. We stress the primacy of customers' interests, and make all the preoccupation based on your needs.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q44-Q49):

NEW QUESTION # 44
Universal Containers is migrating from Classic Knowledge to Lightning Knowledge using the Lightning Knowledge Migration Tool and noticed that none of the Article file attachments were migrated. How can a Consultant migrate the file attachments?

- A. Use the Files Related List on each article to add files to your articles.
- B. Use the Lightning Knowledge Migration Tool and choose 'include files'.
- C. Post the Files to the Chatter Feed on each Article.
- D. Upload the files as Documents, then relate them to the migrated Articles.

Answer: A

NEW QUESTION # 45
Which Search mechanism should be used to find Case Comments from within the Lightning Service Console?

- A. Search Utility Component
- B. Comments List View
- C. Global Search
- D. Comment Search Component

Answer: C

Explanation:
Global Search is the search mechanism that should be used to find case comments from within the Lightning Service Console. Global Search is a feature that allows you to search for records or information across multiple objects and fields in Salesforce. Global Search can be used to find case comments by entering keywords or phrases in the search box at the top of the Service Console. Global Search can also be used to filter the search results by object, owner, date, or other criteria. Verified References: [Service Cloud Consultant Certification Guide & Tips], Search for Information in Salesforce

NEW QUESTION # 46
A contact center manager is looking for ways to overall cost per case.
What Salesforce metrics should the contact center manager evaluate? (Choose 2)

- A. Average number of activities per case
- B. Total number of cases by origin
- C. Average customer satisfaction score by case
- D. Average number of articles attached to a case

Answer: A,D

NEW QUESTION # 47
Cloud Kicks has recently implemented two-way mobile messaging to increase the efficiency of the support team. The company uses key performance indicators (KPIs) to measure the success of the implementation.

Which metric should a consultant use to measure the effectiveness of two-way mobile messaging?

- A. Reduced Call Volume
- B. Total Open Cases
- C. Average Handle Time

Answer: C

Explanation:
To measure the effectiveness of two-way mobile messaging, the Average Handle Time (AHT) metric is suitable. AHT assesses the efficiency of conversations and problem resolution through messaging, providing insights into how this channel impacts support team performance and customer satisfaction, helping to evaluate the success of the implementation.

NEW QUESTION # 48
Which search mechanism should be used to find case comments from within the lightning service console?

- A. Search utility component
- B. Comments list view
- C. Global search
- D. Comment search component

Answer: C

Explanation:
Explanation
Global search is a search mechanism that allows users to find records and information across multiple objects and fields in Salesforce. Global search can be used to find case comments from within the Lightning Service Console by entering keywords in the search box and selecting Case Comments from the drop-down list. Users can also filter the search results by fields such as case number, case owner, or comment date. Verified References: Service Cloud Consultant Certification Guide & Tips, Find What You Need with Search

NEW QUESTION # 49
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