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Salesforce CRT-261 exam consists of 60 multiple-choice questions that need to be completed within 105 minutes. Candidates who pass the exam will be awarded the Salesforce Certified Service Cloud Consultant certification. Certification Preparation for Service Cloud Consultant certification is valid for two years and can be renewed by completing further training or by taking a recertification exam. Salesforce Certified Service Cloud Consultants are highly sought-after professionals, and the certification can open up a wide range of career opportunities.

Salesforce CRT-261 (Certification Preparation for Service Cloud Consultant) Certification Exam is designed for professionals who want to demonstrate their expertise in the Service Cloud and customer service domain. Certification Preparation for Service Cloud Consultant certification exam assesses the knowledge and skills required to implement and configure Service Cloud solutions that meet customer requirements. Professionals who pass the CRT-261 Exam are recognized as Service Cloud Consultants and are expected to have a deep understanding of Salesforce Service Cloud functionality, including case management, knowledge management, and contact center solutions.

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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q168-Q173):

NEW QUESTION # 168

universal containers wants to schedule technicians for repair services when an agent is unable to solve customer problem via call

center

- A. Contact Requests
- B. Omni channel
- C. Mobile connect
- **D. field service**

Answer: D

NEW QUESTION # 169

Which of the following utilize the "Automated Case User" (Choose 3 answers):

- **A. When a case is automatically assigned using assignment rules this user is listed in the case history**
- **B. When a case is escalated this user is listed in the case history**
- C. When an email notification is triggered via workflow this user is listed in the case history
- **D. When a case is created via Web-To-Case this user is listed in the case history**
- E. When a case is created via Email-To-Case this user is assigned as the case owner

Answer: A,B,D

NEW QUESTION # 170

Using the Lightning Service Console, how can a contact center manager see which service agents are currently available to accept new cases?

- A. Omni-Channel Utility component
- B. Omni-Channel Analytics
- **C. Omni-Channel Supervisor tab**

Answer: C

Explanation:

The Omni-Channel Supervisor tab in the Lightning Service Console provides real-time visibility into the status of service agents, including who is currently available to accept new cases. This feature allows contact center managers to monitor and manage agent availability and workload effectively, ensuring efficient case distribution.

NEW QUESTION # 171

The Universal Containers contact center offers support through phone, email, public website, and a Community. The contact center manager wants to demonstrate the success of recent self-service initiatives to executive management.

Which two reports should the contact center manager present to executive management?

Choose 2 answers

- **A. Number of cases created - Site by month**
- **B. Number of cases closed by a self-service user**
- C. Average call handle time by team
- D. Number of IVR inquiries without agent involvement.

Answer: A,B

Explanation:

Explanation

Number of cases created by site by month and Number of cases closed by a self-service user are reports that the contact center manager should present to executive management to demonstrate the success of recent self-service initiatives. These reports can help measure the impact and effectiveness of self-service channels, such as public website and community, on reducing the case volume and increasing the customer satisfaction.

For example:

Number of cases created by site by month is a report that shows the distribution and trend of case creation across different sources, such as phone, email, web, or community, over time. This report can help evaluate the adoption and usage of self-service channels by customers, as well as compare the case volume and workload between different channels.

Number of cases closed by a self-service user is a report that shows the number and percentage of cases that were resolved by customers themselves without agent involvement. This report can help assess the quality and effectiveness of self-service resources, such as knowledge articles, FAQs, forums, or chatbots, as well as measure the cost savings and customer satisfaction from self-service resolution.

Verified References: [Service Cloud Consultant Certification Guide & Tips], Create Reports and Dashboards for Self-Service

NEW QUESTION # 172

Universal Containers has a well-defined support process for cases which includes the following statuses:

- * New
- * Assigned
- * In Progress
- * Waiting On Customer
- * Closed

The support manager has noticed an increase in the average age of a case and wants to understand how long a case is in each status. Which report type should the consultant consider when collecting data for the support manager?

- A. Case Lifecycle
- **B. Case History**
- C. Cases with Milestones

Answer: B

Explanation:

For analyzing the duration cases spend in each status, the "Case History" report type is most suitable. This report tracks all changes made to a case, including status updates, providing a detailed timeline of a case's progression. This data enables the support manager to identify bottlenecks or stages where cases are delayed, facilitating targeted improvements in the support process.

NEW QUESTION # 173

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