Free PDF Accurate Salesforce - Test CRT-261 Dumps

DOWNLOAD the newest PrepAwayExam CRT-261 PDF dumps from Cloud Storage for free: https://drive.google.com/open?id=1HgJ4-El_5gsza4TozIDW0SqITs2y4UQM

Based on your situation, including the available time, your current level of knowledge, our CRT-261 study materials will develop appropriate plans and learning materials. You can use CRT-261 test questions when you are available, to ensure the efficiency of each use, this will have a very good effect. You don't have to worry about yourself or anything else. Our CRT-261 Study Materials allow you to learn at any time. And with our CRT-261 learning guide, you can pass the CRT-261 exam with the least time and effort.

The Salesforce CRT-261 exam is composed of 60 multiple choice questions that must be completed within 105 minutes. The CRT-261 exam covers a wide range of topics, including Service Cloud implementation strategies, Service Cloud data model, Service Cloud automation, Service Cloud integrations, and Service Cloud analytics. CRT-261 exam is designed to ensure that certified professionals have a deep understanding of the Service Cloud platform and can provide comprehensive solutions to their clients. Successful completion of the CRT-261 Certification Exam demonstrates that a professional has the knowledge and experience required to consult on complex Service Cloud solutions and provide valuable insights to their clients.

Salesforce CRT-261 certification exam is intended for professionals who have experience in Salesforce Service Cloud implementation and administration. This is a high-level certification that requires a strong understanding of Service Cloud capabilities, and the ability to design and implement complex Service Cloud solutions.

>> Test CRT-261 Dumps <<

First-hand Salesforce Test CRT-261 Dumps: Certification Preparation for Service Cloud Consultant | CRT-261 Certified Questions

Choosing PrepAwayExam's CRT-261 exam training materials is the best shortcut to success. It will help you to pass CRT-261 exam successfully. Everyone is likely to succeed, the key lies in choice. Under the joint efforts of everyone for many years, the passing rate of PrepAwayExam's Salesforce CRT-261 Certification Exam has reached as high as 100%. Choosing PrepAwayExam is to be with success.

Salesforce CRT-261 Exam is a certification preparation exam designed for service cloud consultants. CRT-261 exam verifies the skills and knowledge of individuals in service cloud implementation, design and management. Certification Preparation for Service Cloud Consultant certification is intended for professionals who wish to demonstrate their expertise in the service cloud domain.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q150-Q155):

NEW QUESTION # 150
Universal Containers runs a support operation with multiple call centers. The Support Manager wants to measure first-call resolution by call center location, agent, and calendar month.
Which reporting solution should the Consultant recommend?

- A. Create a joined report that includes fields for call center location, agent, calendar month, and first-call resolution.

- B. Create a reporting snapshot that includes fields for call center location, agent, calendar month, and first- call resolution.
- C. Create a matrix report that includes fields for call center location, agent, calendar month, and first-call resolution.
- D. Create a list view report that includes fields for call center location, agent, calendar month, and first-call resolution.

Answer: C

Explanation:
Creating a matrix report that includes fields for call center location, agent, calendar month, and first-call resolution is the reporting solution that a consultant should recommend to measure first-call resolution by call center location, agent, and calendar month. A matrix report is a type of report that allows you to group and summarize data by both rows and columns. A matrix report can be used to create a table that shows the first- call resolution rate for each combination of call center location, agent, and calendar month. A matrix report can also be used to apply filters, formulas, charts, or conditional highlighting to analyze the data more effectively. Verified References: Service Cloud Consultant Certification Guide & Tips, Create Matrix Reports

NEW QUESTION # 151
Universal Containers need to determine whether the work orders and customer contacts should be stored as chil cases or on a related custom object.
Which three aspect should the consultant consider to meet the requirements?
Choose 3 answers

- A. Accoun team relationship to the primary contact
- B. Total number of accound and contact records in the database
- C. Work order and customer contact escalation requiements
- D. Visibility and accesst to the work order records
- E. Case closure rules on the original case

Answer: C,D,E

Explanation:
These are three aspects that the consultant should consider to determine whether the work orders and customer contacts should be stored as child cases or on a related custom object. Work order and customer contact escalation requirements are aspects that affect how urgent and complex the work orders and customer contacts are, and how they should be handled by different levels of agents or managers. Visibility and access to the work order records are aspects that affect who can view and edit the work order records, and how they are shared with other users or groups. Case closure rules on the original case are aspects that affect when and how the original case can be closed, and what actions need to be performed on the related records before closing the case.
Verified References: : https://help.salesforce.com/s/articleView?id=sf.
work_orders_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.
case_escalation_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.sharing_overview.
htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.case_closure_rules.htm&type=5

NEW QUESTION # 152
Universal Telco sells and supports a line of smart phones. The company offers support via phone, email-to-case, web-to-case, and a customer portal. The call center manager is incented to drive support through customer self-service. Which report should be included on the manager's dashboard? Choose 3 answers

- A. Average Call Handle Time
- B. Cases by Support Channels
- C. Number of Portal Logins per Day
- D. Knowledge Article Usage
- E. Escalated Calls

Answer: B,C,D

NEW QUESTION # 153
universal containers wants to monitor customers social media reactions and opinions. Agents also want to see recent cases that customer logged.

- A. Omni channel

- B. Appexchange solution
- C. Custom lightning component
- D. Social Conversation component

Answer: D

Explanation:
Social Conversation component is a feature that can enable Universal Containers to monitor customers' social media reactions and opinions, as well as see recent cases that customers logged. Social Conversation component allows agents to view and reply to social posts from customers using Social Customer Service. It also shows related records, such as cases, contacts, or accounts, that are linked to the social posts. Verified References: : https://help.salesforce.com/s/articleView?
id=sf.social_customer_service_overview.htm&type=5
: https://help.salesforce.com/s/articleView?id=sf.social_customer_service_component.htm&type=5

NEW QUESTION # 154
Cloud Kicks use a Console App to support users. Service agents open an Account workspace tab and multiple subtabs for the Case, Contact and service Contract. Service agents would like to share links to recently opened subtabs with other users to swarm on cases.
What should a consultant recommend to meet the requirements?

- A. Recent Items set to Account object.
- B. Screen flow launched from a global action.
- C. Hitory Utility in the Utility bar.
- D. Actions & Recommendations component.

Answer: A

NEW QUESTION # 155
......

CRT-261 Certified Questions: https://www.prepawayexam.com/Salesforce/braindumps.CRT-261.ete.file.html

myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, learningmart.site, worldschool.yogpathwellness.com, www.stes.tyc.edu.tw, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, study.stcs.edu.np, Disposable vapes

2025 Latest PrepAwayExam CRT-261 PDF Dumps and CRT-261 Exam Engine Free Share: https://drive.google.com/open?id=1HgJ4-El_5gsza4TozIDW0SqITs2y4UQM