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Salesforce CRT-261 (Certification Preparation for Service Cloud Consultant) certification exam is designed for professionals who want to demonstrate their expertise in implementing and managing customer service solutions using Salesforce Service Cloud. Certification Preparation for Service Cloud Consultant certification is ideal for individuals who work as service cloud consultants, customer service managers, or system administrators.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q25-Q30):

NEW QUESTION # 25

The Contact Center at Universal Containers wants to increase its profit margins by promoting call deflection within Service Cloud. Which two solutions should a Consultant recommend? Choose 2 answers

- A. Automatic Call Distribution
- **B. Customer Community**
- C. Service Cloud Console
- **D. Knowledge Base**

Answer: B,D

NEW QUESTION # 26

A Knowledge administrator has created an article for a promotion that starts at the beginning of the following month. How would the administrator ensure the article is available on the first of the month?

- A. Create a workflow rule to update the article status to Published on the article start date.
- B. Create a task related to the article with a reminder set for the article start date.
- **C. Set the article publish date to automatically display the article on the start date.**
- D. Send an email reminder to update the article status to Published on the start date.

Answer: C

NEW QUESTION # 27

A Contact Center Manager is implementing a new customer care program and wants to specifically measure customer loyalty. Which measure can satisfy this requirement?

- A. Service-Level Measure
- B. Customer Engagement Score
- **C. Net Promoter Score**
- D. Customer Satisfaction

Answer: C

NEW QUESTION # 28

A recent analysis of agent performance on chat-related cases revealed a large gap between top performing agents and poor performers. Top agents identified coaching from managers as a key success factor. The company would like to ensure managers provide coaching on chat-related cases.

What is the recommended method for managers to coach agents?

- A. Use skills-based routing in Salesforce Messaging.
- B. Use an Einstein Bots Chat to handle common issues.
- C. Use Omni-Channel Supervisor to monitor agents' chat sessions.
- **D. Use Einstein Chat Insight to identify areas to improve.**

Answer: D

Explanation:

Using Einstein Chat Insight is a method for managers to coach agents on chat-related cases. Einstein Chat Insight is a feature that uses artificial intelligence to analyze chat transcripts and provide insights into agent performance, customer satisfaction, and conversation topics. Einstein Chat Insight can help managers identify areas to improve and provide feedback and guidance to agents.

Verified References: : https://help.salesforce.com/s/articleView?id=sf.snapins_chat_insights_overview.htm&type=5

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

NEW QUESTION # 29

Cloud Kicks is preparing to migrate to Service Cloud from another system. The current system has thousands of help articles such as FAQs, step-by-step guides, and troubleshooting guides. A group of specialists will create and manage these articles in Salesforce. What is the recommended license for the specialists?

- A. Salesforce Platform
- **B. Knowledge Only User**
- C. Salesforce
- D. WDC Only User

Answer: B

Explanation:

Knowledge Only User is the recommended license for the specialists who will create and manage knowledge articles in Salesforce. Knowledge Only User is a user license that allows users to access and use Salesforce Knowledge, but not other standard Salesforce objects or features. Knowledge Only User is a cost-effective license for users who only need to work with knowledge articles.

Verified References: : https://help.salesforce.com/s/articleView?id=sf.users_license_types_available.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.users_license_types_knowledge.htm&type=5

NEW QUESTION # 30

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