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Salesforce CRT-261 Exam Tests the candidates' knowledge in various areas related to Service Cloud, including service cloud automation, service console, email integration, case management, and service cloud analytics. Candidates need to have a thorough understanding of the Salesforce platform, including its features, functionality, and capabilities. They also need to have experience in implementing Service Cloud solutions that meet customer requirements.

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Salesforce CRT-261 Certification is highly valued in the industry, and it is recognized by top organizations globally. Certification Preparation for Service Cloud Consultant certification not only validates the candidate's knowledge and skills but also enhances their career prospects. Certification Preparation for Service Cloud Consultant certification holders are considered experts in Service Cloud implementation and are in high demand by organizations that use Salesforce.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q155-Q160):

NEW QUESTION # 155

Case closure time at Cloud Kicks (CK) is too high although CK already enabled Knowledge Management. What should the consultant recommend to decrease case closure time?

- A. Create synonym groups.
- B. Enable Suggested Articles.

- C. Add data category groups.

Answer: B

Explanation:

Enabling Suggested Articles in Salesforce Knowledge provides service agents with article recommendations based on case details, helping them find relevant information faster. This feature can decrease case closure times by equipping agents with the knowledge they need to resolve issues more efficiently, enhancing the overall support experience.

NEW QUESTION # 156

Contact Center management must be notified whenever an Open Case has not been touched for 24 hours. Which feature should a Consultant use to meet this requirement?

- **A. Scheduled Reports**
- B. Process Builder Scheduled Actions
- C. Time-based Workflow Rules
- D. Milestone Actions

Answer: A

NEW QUESTION # 157

Universal Containers' support team requires its customers to submit their support inquiries via free form email (Outlook, Gmail, Yahoo, etc.).

Additional requirements are listed below:

- * Support attachments up to 25 MB per inquiry
- * Under 2,500 inquiries per day

Which configuration solution should a consultant recommend to meet these requirements?

- **A. On-Demand Email-to-Case**
- B. Email-to-Case
- C. Heroku Connect

Answer: A

Explanation:

For supporting attachments up to 25 MB and handling under 2,500 inquiries per day via free-form email, On-Demand Email-to-Case is the recommended solution. On-Demand Email-to-Case processes emails and attachments without requiring an email server, and is suitable for the specified volume and attachment size requirements, ensuring efficient case creation from customer emails.

NEW QUESTION # 158

Which feature should a Consultant recommend to allow a Tier 2 Service Representative to take over case processing from Tier 1 and know how far Tier 1 had progressed in troubleshooting?

- A. Service Console Macros
- B. Lightning Guided Engagement
- **C. Path for Cases**
- D. Lightning Flow Component

Answer: C

Explanation:

Path for Cases is a feature that allows service reps to see where they are in the process of resolving a case and what steps they need to take next. Path for Cases displays key fields and guidance for each stage of the case lifecycle, such as New, Working, Escalated, or Closed. Path for Cases can help a Tier 2 service representative take over case processing from Tier 1 and know how far Tier 1 had progressed in troubleshooting by showing them the current status and values of the case. Verified References: Service Cloud Consultant Certification Guide & Tips, Set Up Path for Cases

Cloud Kicks wants to easily turn social network posts into cases to respond to customer complaints. Support agents will need to respond to posts on Facebook, twitter, and instagram.

What is the recommended license to meet the requirement?

- A. Social Service Pro add-on
- B. Einstein Social Insights add-on
- C. Einstein Reply Recommendations
- D. Service Cloud User feature license

NEW QUESTION # 160

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