

Major Formats of Salesforce CRT-261 Exam Questions



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To prepare for the Salesforce CRT-261 Exam, candidates should have a solid understanding of Salesforce Service Cloud functionality and features. They should also have experience in implementing Service Cloud solutions and be familiar with best practices for designing and optimizing Service Cloud solutions. Salesforce offers a range of training resources to help candidates prepare for the exam, including self-paced online courses, instructor-led training, and study guides. Candidates may also benefit from hands-on experience with Service Cloud implementations and participation in user groups and forums to exchange knowledge and best practices with other Salesforce professionals. By earning the Salesforce Certified Service Cloud Consultant credential, candidates can demonstrate their expertise in designing and implementing Service Cloud solutions, which can enhance their career prospects and provide greater value to their organizations.

Salesforce CRT-261: Certification Preparation for Service Cloud Consultant is a certification exam designed for professionals who are looking to enhance their skills and knowledge in the field of customer service. Certification Preparation for Service Cloud Consultant certification is ideal for individuals who have experience working with Salesforce Service Cloud and are interested in pursuing a career as a Service Cloud Consultant.

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The Salesforce CRT-261 exam covers a broad range of topics, including Service Cloud architecture, Service Cloud data model, Service Cloud console, Omni-channel routing, Service Cloud communities, and Service Cloud analytics. CRT-261 Exam also evaluates the candidate's knowledge of best practices for implementing Service Cloud solutions and their ability to develop customized solutions that meet the unique needs of the business.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q19-Q24):

NEW QUESTION # 19

Universal Container wants to measure the efficient of its Contact Center.

Which three metrics should the contact center manager analyze?

- A. Number of open cases per day
- B. Number of Closed cases on first call
- C. Number of new customers added
- D. Average Number of days to close cases
- E. Number of cases escalated

Answer: A,D,E

NEW QUESTION # 20

Universal Containers (UC) is ramping up its Knowledge program. UC has a robust analytics team that would like to report on trends in Knowledge Searching, User Activity, and Data Category Usage.

Which reporting solution should a consultant recommend?

- A. Custom Report Types with Reports and Dashboards
- B. Knowledge Base Reports and Dashboard Package Installation
- C. Knowledge Dashboard Pack for CRM Analytics Installation

Answer: B

Explanation:

For Universal Containers to report on trends in Knowledge Searching, User Activity, and Data Category Usage, installing the Knowledge Base Reports and Dashboard package is recommended. This package provides pre-built reports and dashboards specifically designed for analyzing Knowledge usage and performance, enabling UC's analytics team to gain insights into Knowledge program effectiveness.

NEW QUESTION # 21

Universal Containers wants Service Console users to be able to view and update product usage data that is stored in an external system.

Which two features should a consultant recommend to provide this functionality?

Choose 2 answers

- A. External Objects
- B. Custom Objects
- C. Salesforce Connect
- D. Middle-tier integration

Answer: A,C

Explanation:

Explanation

Salesforce Connect and External Objects are two features that can provide Service Console users with the ability to view and update product usage data that is stored in an external system. Salesforce Connect allows users to access data from external sources in real time without copying or syncing the data. External Objects are custom objects that map to data stored outside Salesforce.

Verified References: :

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

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

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

NEW QUESTION # 22

Universal Containers is considering a Knowledge-Centered Support (KCS) implementation.

Which benefit can be expected from KCS adoption?

- A. Reduced need for self-service
- **B. Reduced issue resolution time**
- C. Reduced administrative overhead

Answer: B

Explanation:

Knowledge-Centered Support (KCS) focuses on integrating knowledge creation and maintenance into the problem-solving process. By adopting KCS, organizations can expect a reduction in issue resolution time as service agents have quicker access to solutions and knowledge articles, enabling faster responses to customer inquiries and issues.

NEW QUESTION # 23

The VP of service at Universal Containers wants to make it easier and faster for support agents to send Knowledge articles to the customer.

What should a consultant configure to send the article to the customer?

- **A. Create a Macro to send an email with Knowledge articles.**
- B. Create an auto-response rule that links to Knowledge articles.
- C. Set up the Case Deflection component to share Knowledge articles.

Answer: A

Explanation:

To facilitate the quick and easy sending of Knowledge articles to customers by support agents, creating a Macro that automates the process of attaching articles to an email is recommended. This streamlines the sharing of helpful information, enhancing the support experience for customers while increasing efficiency for agents.

NEW QUESTION # 24

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