

New CRT-261 Test Labs - Free PDF CRT-261 - Certification Preparation for Service Cloud Consultant First-grade Actual Exam



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The Certification Preparation for Service Cloud Consultant (CRT-261) practice test questions are customizable which means that the customers can customize the time and CRT-261 exam questions types according to their needs. These Salesforce CRT-261 Practice Tests are based on real based examination scenarios which help the students practice under real CRT-261 exam questions pressure and learn to control it.

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.

>> **New CRT-261 Test Labs** <<

Updated and Error-free ActualVCE CRT-261 Exam Practice Test Questions

Our company ActualVCE has been putting emphasis on the development and improvement of our CRT-261 test prep over ten year without archaic content at all. So we are bravely breaking the stereotype of similar content materials of the CRT-261 Exam, but add what the exam truly tests into our CRT-261 exam guide. So we have adamant attitude to offer help rather than perfunctory attitude. It will help you pass your CRT-261 exam in shortest time.

Salesforce CRT-261 (Certification Preparation for Service Cloud Consultant) Exam is a certification program designed specifically for professionals who want to demonstrate their expertise in implementing Salesforce Service Cloud solutions. Certification Preparation for Service Cloud Consultant certification is recognized globally and is highly regarded in the industry. It is designed to test the knowledge, skills, and abilities of candidates in various areas related to Service Cloud, such as omni-channel support, Service Cloud automation, and advanced analytics.

Salesforce CRT-261 Exam is an essential certification for professionals who want to become Service Cloud consultants. Certification Preparation for Service Cloud Consultant certification validates their skills and knowledge in designing and implementing Service Cloud solutions that meet customer requirements. With the increasing demand for customer service professionals, obtaining this certification will help candidates stand out in the job market and advance their career in the customer service domain.

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

NEW QUESTION # 150

Service agents at Cloud Kicks report spending a lot of time on similar cases, such as reset password requests.

Agents will typically select an email template with password reset instructions, send an email to the customer, and update the case status to 'Responded'.

What is the recommended feature to improve productivity?

- A. Service Console
- B. Quick Text
- **C. Macros**
- D. Lightning Utility Bar

Answer: C

Explanation:

Macros are a feature that can improve productivity for service agents who spend a lot of time on similar cases, such as reset password requests. Macros are tools that allow agents to automate common or repetitive tasks on a record, such as sending an email or updating a field. Macros can help agents save time and avoid errors when working on similar cases. Verified References: : https://help.salesforce.com/s/articleView?id=sf.console2_macros_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.console2_macros_create.htm&type=5

console2_macros_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.console2_macros_create.htm&type=5

NEW QUESTION # 151

The support team at Cloud Kicks would like to implement Messaging to gather customer feedback and issues.

What are two places the messages can be routed to?

Choose 2 answers

- A. Web Chat
- **B. Call Center Agent**
- C. Chatter Group
- **D. Einstein Bots**

Answer: B,D

Explanation:

Explanation

Einstein Bots and Call Center Agents are two places where the messages can be routed to. Einstein Bots are automated chat agents that can handle common customer requests, such as checking order status, resetting passwords, or updating information. Call Center Agents are human agents who can take over the conversation from Einstein Bots when more complex or personalized assistance is needed. Verified References: : Einstein Bots Overview : : Call Center Agents Overview

NEW QUESTION # 152

What is a benefit of a customer community? Choose 2 answers.

- **A. Enables customers to log inquiries without contacting an agent**
- B. Eliminates the need for support agents
- **C. Reduces incoming call volume**
- D. Eliminates the need to track service level agreements

Answer: A,C

NEW QUESTION # 153

Universal Containers is using the Lightning Service Console for managing cases and wants to add a softphone to enable click-to-call capability.

Which three configurations are needed for the softphone to work in Salesforce? Choose 3 answers

- **A. Install an adapter from AppExchange to work with third-party CTI systems.**
- **B. Assign the correct Salesforce users to the Call Center.**
- C. Assign the Salesforce CTI license to Salesforce users.
- **D. Create a softphone layout and assign to user profiles.**
- E. Enable Live Agent in their community to chat with an agent.

Answer: A,B,D

NEW QUESTION # 154

Universal Containers has activated Email-to-Case functionality to allow customers to correspond with support agents via email. Which options are available with Email-to-Case? (Choose 2)

- A. Assignment, escalation, and workflow rules are processed on inbound emails
- B. Follow-up emails related to a case will update the case comments
- C. Follow-up emails and attachments related to a case are attached to the case
- D. Only one inbound email address can be used for Email-to-Case

Answer: B,C

NEW QUESTION # 155

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