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What is the duration of the CRT-261 Exam

- Passing Score: 67%
- Format: Multiple choices, multiple answers
- Number of Questions: 60
- Length of Examination: 105 minutes

Salesforce CRT-261 exam consists of 60 multiple-choice questions that candidates need to complete within 105 minutes. The passing score for CRT-261 Exam is 70%, and candidates need to achieve this score to get certified. Salesforce offers various resources to help candidates prepare for the exam, including official study guides, online courses, and practice exams. Candidates can also attend training sessions offered by Salesforce or its partners to enhance their knowledge and skills.

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Question CRT-261 Explanations & Exam CRT-261 Quick Prep

Pass4training Salesforce CRT-261 exam study material has three formats: CRT-261 PDF Questions, desktop Salesforce CRT-261 practice test software, and a CRT-261 web-based practice exam. You can easily download these formats of Certification Preparation for Service Cloud Consultant (CRT-261) actual dumps and use them to prepare for the Salesforce CRT-261 Certification test. You don't need to enroll yourself in expensive CRT-261 exam training classes. With the Salesforce CRT-261 valid dumps, you can easily prepare well for the actual Salesforce CRT-261 exam at home.

The CRT-261 exam is a proctored exam that consists of 60 multiple-choice questions. Candidates have 105 minutes to complete the exam and must achieve a passing score of 68% or higher. CRT-261 exam is available in several languages, including English, Spanish, Portuguese, French, German, and Japanese. Salesforce recommends that candidates have at least six months of experience working with Service Cloud before taking the CRT-261 Exam. Achieving this certification demonstrates a candidate's ability to successfully implement Service Cloud solutions and can enhance their career opportunities in the Salesforce ecosystem.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q99-Q104):

NEW QUESTION # 99

Universal Containers wants to allow customers to ability to submit cases and also to see a dashboard of case resolution history. Which type of Community license should be used to meet these requirements?

- A. Lightning External Apps Starter
- B. Customer Community Plus
- C. Customer Community
- D. High Volume Customer Portal

Answer: C

NEW QUESTION # 100

Universal Containers (UC) wants to schedule for repair service when an agent is unable to solve the customer's problem via the call center.

What functionality should a consultant recommend to satisfy the UC's need?

- A. Contact Request
- B. Mobile Connect
- C. Field Service
- D. omni Channel

Answer: C

NEW QUESTION # 101

Ursa Major Solar sells industrial equipment and provide support through voice channels as well mobie technicians.

When incident occur, high-priority customer have a dedicented phone number to call. Technicians must then be rerouted from the next scheduled word location to the high-prioity customer site.

What is the recommended solution?

- A. Workforce Engagement
- B. Incident Management
- C. Visual Remote Assistant
- D. Field Service

Answer: D

NEW QUESTION # 102

Milestones can be added to which three Object types? Choose 3 answers

- A. Entitlement
- B. Case
- C. Service
- D. Work Order
- E. Account

Answer: A,B,D

NEW QUESTION # 103

vp of service at universal containers wants to make it easier and faster for support reps to send knowledge articles to customers. What should a consultant configure to satisfy this request ?

- A. Create a macro to send an email with the article to customer
- B. create an auto response rule to send the article to teh customer
- C. create a workflow email alert to send the artilce to the customer
- D. create a lightning email template to sned artilce to customer

Answer: A

Explanation:

Explanation

Creating a macro to send an email with the article to customer is a solution that can satisfy the request of making it easier and faster for support reps to send knowledge articles to customers. A macro is a set of instructions that can automate common or repetitive tasks on a record, such as sending an email and updating a field. A macro can help reps save time and avoid errors when sending articles to customers. 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 :

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NEW QUESTION # 104

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Question CRT-261 Explanations: <https://www.pass4training.com/CRT-261-pass-exam-training.html>

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