

Pass Guaranteed 2025 Unparalleled Salesforce CRT-261: Latest Certification Preparation for Service Cloud Consultant Exam Guide



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For your convenience, PassLeader has prepared Certification Preparation for Service Cloud Consultant exam study material based on a real exam syllabus to help candidates go through their exams. Candidates who are preparing for the CRT-261 Exam suffer greatly in their search for preparation material. You would not need anything else if you prepare for the exam with our CRT-261 Exam Questions.

Salesforce CRT-261 Certification Exam is a great way to demonstrate your expertise in Salesforce Service Cloud. By passing the exam, you can validate your knowledge and skills related to Salesforce Service Cloud, which can help you stand out in the job market. Certification Preparation for Service Cloud Consultant certification program is also a great way to gain recognition from your peers and colleagues in the Salesforce community.

Salesforce CRT-261 exam is an essential certification for professionals who want to specialize in Salesforce Service Cloud. CRT-261 Exam is designed to test the candidate's knowledge of Service Cloud and their ability to design and implement solutions that meet the needs of the business. By passing the exam, candidates can demonstrate their expertise in the field, boost their career prospects, and gain recognition as a certified Salesforce Service Cloud Consultant.

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This format is for candidates who do not have the time or energy to use a computer or laptop for preparation. The Salesforce CRT-261 PDF file includes real Salesforce CRT-261 questions, and they can be easily printed and studied at any time. PassLeader regularly updates its PDF file to ensure that its readers have access to the updated questions.

Salesforce CRT-261 certification exam is an essential step for professionals who want to demonstrate their expertise in Salesforce Service Cloud Consultant. CRT-261 exam evaluates the candidate's knowledge of the Service Cloud Consultant role, their ability to design and implement complex Service Cloud solutions, and their ability to manage Service Cloud implementation projects. Passing the CRT-261 Exam can help professionals differentiate themselves in the job market and increase their earning potential.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q75-Q80):

NEW QUESTION # 75

Universal Containers (UC) receives partner data in Excel format. The Excel data is all text, but needs to be imported into existing Salesforce Date, Number, and Text fields.

Which three best practices should a consultant recommend?

Choose 3 answers

- A. Import the records and use Duplicate Management.
- B. Install the Data Quality Analysis Dashboards from the AppExchange.
- C. Import the records and create a workflow rule to change the data type.
- D. Deduplicate the data before importing into Salesforce,
- E. Standardize all rows to match Salesforce data types.

Answer: A,D,E

NEW QUESTION # 76

A customer has recently implemented an on-premise telephony system that is common in the industry. This customer purchased Salesforce licenses and is planning to integrate these two systems. What option should a consultant recommend?

- A. Implement an on demand telephony solution provided by a vendor.
- B. Create an API integration between Salesforce and the telephony system.
- C. Use a computer telephony integration (CTI) adapter that supports its telephony system.
- D. Build a custom computer telephony integration (CTI) adapter using the Toolkit.

Answer: C

NEW QUESTION # 77

Universal Containers (UC) added a channel to the Service Cloud deployment. UC wants the functionality to include the ability to log the case thread and store attachments to the case record.

Which channel should a consultant recommend to meet these requirements?

- A. Chat
- B. Social Customer Service
- C. Web-to-case
- D. Email-to-case

Answer: D

Explanation:

Explanation

Email-to-case is a channel that meets the requirements of logging the case thread and storing attachments to the case record. Email-to-case is a feature that allows you to automatically create cases from incoming emails sent to your company's support addresses. Email-to-case preserves email formatting and supports HTML emails with embedded images. Email-to-case also captures email attachments and adds them to the case record. Email-to-case tracks the entire email conversation between the customer and the agent, and logs it as a case thread on the case feed or case comments. Verified References: Service Cloud Consultant Certification Guide & Tips, Email-to-Case Overview

NEW QUESTION # 78

As part of a new Salesforce Knowledge implementation, Universal Containers would like to migrate articles from their current database.

Which factor should a Consultant consider as part of the migration strategy?

- A. Ensure that each existing article type has a corresponding Salesforce Knowledge article type that matches its structure and content.
- B. Prepare a single .csv file that can be used to migrate all articles types at once and include with a properties file in a .zip for import.
- C. Convert any articles containing HTML into plain text before importing because HTML is NOT supported in any article field types.
- D. Verify that each article type has field level security on all fields set to read-only prior to import, in order to prevent any loss of data.

Answer: A

NEW QUESTION # 79

Cloud Kicks uses Service Cloud and Slack. For difficult cases, service agents want to create a swarm in Slack to pull in experts from multiple How should the consultant recommend an agent launch a swarm?

- A. Dynamic Form
- B. Scheduled flow
- C. Quick Action
- D. Apex Trigger

Answer: C

NEW QUESTION # 80

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