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Success in acquiring the CRT-261 is seen to be crucial for your career growth. But preparing for the Certification Preparation for Service Cloud Consultant (CRT-261) exam in today's busy routine might be difficult. This is where actual Salesforce CRT-261 Exam Questions offered by VCEDumps come into play. For those candidates, who want to clear the CRT-261 certification exam in a short time, we offer updated and real exam questions.

The CRT-261 exam is a comprehensive test that covers a wide range of topics related to Service Cloud. These topics include designing and implementing Service Cloud solutions, managing cases, configuring and managing the Salesforce Knowledge Base, managing data and analytics, integrating with external systems, and designing and implementing communities. CRT-261 exam consists of 60 multiple-choice questions and candidates have 105 minutes to complete it. The passing score for the exam is 67%.

Salesforce CRT-261 Certification is an essential credential for professionals who are involved in the implementation of Service Cloud solutions in their organizations. Certification Preparation for Service Cloud Consultant certification validates the candidate's knowledge and skills in Service Cloud and provides them with a competitive advantage in the job market. With proper preparation and dedication, candidates can pass the exam and achieve their career goals in the field of Service Cloud.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q106-Q111):

NEW QUESTION # 106

Universal Containers wants customers to have the ability to log cases with structured data and route based on urgency and product line.

How should a consultant accomplish this?

- A. Standard Email-to-Case with assignment rules
- **B. Standard Web-to-Case with assignment rules**
- C. Omni-Channel with prioritized queues

Answer: B

Explanation:

To enable customers to log cases with structured data and route them based on urgency and product line, using Standard Web-to-Case with assignment rules is recommended. This feature allows for the creation of web forms that customers can fill out, which then become cases in Salesforce. Assignment rules can then be used to automatically route these cases to the appropriate teams or agents based on predefined criteria, ensuring efficient and relevant case handling.

NEW QUESTION # 107

The project manager on a Service Cloud implementation is responsible for coordinating user acceptance testing (UAT) for a customer. Which tasks should be completed prior to UAT? (Choose 2)

- A. Fund customer approval on training materials
- B. Verification of the production migration checklist
- **C. Approval of test scripts from the business lead**
- **D. Verification that sample data has been loaded**

Answer: C,D

NEW QUESTION # 108

Which three features should a Consultant recommend to allow a customer to resolve issues through self-service? Choose 3 answers

- A. Live Agent
- **B. Knowledge Base**
- **C. Customer Community**
- **D. Chatter Answers**
- E. Web -to -Case

Answer: B,C,D

NEW QUESTION # 109

Universal Containers is preparing to implement Service Cloud for its global Support team. Requirements gathering sessions have resulted in a large set of required deliverables.

What should a consultant recommend as the next step?

- A. Provide a timeline that addresses all the requirements.
- **B. Identify the requirements needed for initial GoLive.**
- C. Prioritize the requirements based on who submitted them.
- D. Organize the requirements from largest to smallest.

Answer: B

NEW QUESTION # 110

what approach should a consultant use to ensure that knowledge search only display articles for a service agents product specialization ?

- A. Create an article action for each record type; assign record types to service agents
- B. Create a page layout for each record type ; assign layouts to service agents
- **C. create a data category for each product assign data categories to service agents.**
- D. Create a permission set for each record type ; assign permissions to service agents

Answer: C

NEW QUESTION # 111

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