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Salesforce CRT-261 (Certification Preparation for Service Cloud Consultant) certification exam is designed to test the knowledge and skills of professionals who are interested in becoming Service Cloud Consultants. Certification Preparation for Service Cloud Consultant certification validates the expertise required to design and implement Service Cloud solutions that meet customer business requirements.

Salesforce CRT-261 certification exam is an important credential for professionals who want to validate their skills and knowledge in the field of Service Cloud. By passing CRT-261 exam, candidates can demonstrate their expertise in designing and implementing Service Cloud solutions and differentiate themselves in the job market. With the right preparation and dedication, candidates can successfully pass the CRT-261 Exam and take their careers to the next level.

Salesforce CRT-261 (Certification Preparation for Service Cloud Consultant) Certification Exam is a certification program designed for professionals who are looking to validate their expertise in Salesforce Service Cloud. Certification Preparation for Service Cloud Consultant certification offers a great opportunity for individuals who want to improve their career prospects in the Salesforce

ecosystem. CRT-261 exam is designed to test the knowledge and skills of the candidates related to Salesforce Service Cloud, including its functionality, features, and capabilities.

>> **CRT-261 Authorized Certification** <<

## **Exam CRT-261 Prep, Reliable CRT-261 Mock Test**

Preparing for the Salesforce CRT-261 certification exam can be time-consuming and expensive. That's why we guarantee that our customers will pass the Certification Preparation for Service Cloud Consultant (CRT-261) exam on the first attempt by using our product. By providing this guarantee, we save our customers both time and money, making our CRT-261 Practice material a wise investment in their career development.

### **Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q67-Q72):**

#### **NEW QUESTION # 67**

Which native Service Cloud solution is used for case satisfaction surveys?

- A. Check the survey option in the case settings
- B. Enable the case survey auto-response rule
- C. Enable the case survey option on the case object
- **D. Create a Web-to-case form with a custom case type of survey**

**Answer: D**

#### **NEW QUESTION # 68**

What are three necessary steps to test that the Omni-Channel implementation is routing correctly?

Choose 3 answers

- A. Enable Debug Omni Channel routing configuration in SttUp.
- **B. Change the owner to a queue associated with the routing configuration,**
- **C. Log in as a user who is enabled for Omni-Channel access.**
- **D. Open the record you want to route.**
- E. Open the Omni-Channel Supervisor tab.

**Answer: B,C,D**

Explanation:

Explanation

These are three necessary steps to test that the Omni-Channel implementation is routing correctly. Changing the owner to a queue associated with the routing configuration ensures that the record is eligible for routing by Omni-Channel. Logging in as a user who is enabled for Omni-Channel access allows the user to receive work items from Omni-Channel and see the Omni-Channel Utility widget. Opening the record you want to route triggers Omni-Channel to evaluate the record and route it to an available agent based on the routing configuration settings. Verified References: : Test Your Routing Configuration

#### **NEW QUESTION # 69**

A business to consumer (B2C) company wants to decrease service costs and improve customer relationship currently, customers pay invoices and update their contact information by mailing paper payslips back to company.

What is the recommended solution to meet the requirements?

- A. Field Service with Integrated Payments
- B. Einstein Bots with Credit Card Payments
- C. Service Cloud Voice with Tele-pay
- **D. Experience Cloud with Customer Account Portal template**

**Answer: D**

Explanation:

Experience Cloud with Customer Account Portal template is the recommended solution to meet the requirements of reducing service costs and improving customer relationship by allowing customers to pay invoices and update their contact information online. Experience Cloud is a product that allows you to create branded online portals for your customers, partners, or employees. Experience Cloud sites can provide self-service resources, such as knowledge articles, FAQs, forums, and case management. Customer Account Portal is a template that provides a pre-built site for customers to access their account information, such as invoices, payments, orders, contracts, or contact details. Customers can also update their profile, preferences, or communication settings from the site. Verified References: Service Cloud Consultant Certification Guide & Tips, Experience Cloud Overview, Customer Account Portal Template Overview

### NEW QUESTION # 70

What should a consultant recommend to ensure chat requests contain sufficient information for service agents to respond effectively?

- **A. Customize the pre-chat form.**
- B. Customize Intents using Einstein Chatbots.
- C. Customize the Lightning Console chat page.

**Answer: A**

Explanation:

Customizing the pre-chat form allows for the collection of sufficient information from customers before a chat session begins. This ensures that service agents have the context and details needed to respond effectively, improving the efficiency and quality of chat interactions.

### NEW QUESTION # 71

Cloud Kicks' customers use a proprietary ecommerce site to order customized shoes. While the shoes are being made, customers want to check their order status frequently.

Which method should the consultant recommend to provide automated self-service on an ecommerce site?

- A. Configure a Visual Remote Assistant.
- **B. Create an Einstein Bot.**
- C. Build a Screen Flow.

**Answer: B**

Explanation:

To provide automated self-service on an ecommerce site for customers to check order status, creating an Einstein Bot is recommended. Einstein Bots can be integrated into websites and configured to provide real-time, automated responses to common customer inquiries, such as order status updates, enhancing the customer experience by providing instant access to information without human intervention.

### NEW QUESTION # 72

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