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Salesforce CRT-261 is a certification preparation course designed for individuals who want to become certified Service Cloud Consultants. The Service Cloud Consultant certification is intended for individuals who have experience implementing Salesforce Service Cloud solutions in a customer-facing role. Certification Preparation for Service Cloud Consultant certification course helps individuals prepare for the Service Cloud Consultant certification exam, which is a multiple-choice exam that tests their knowledge of Salesforce Service Cloud features, design considerations, deployment best practices, and troubleshooting techniques.

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The Salesforce CRT-261 exam consists of 60 multiple-choice questions that must be answered within 105 minutes. Candidates must achieve a score of 70% or higher to earn the certification. Certification Preparation for Service Cloud Consultant certification's validity is three years, after which the candidate must recertify to maintain their credential. CRT-261 Exam is challenging, but with proper preparation, candidates can pass the exam and earn the certification, which will help them stand out in the job market and advance their careers in the Salesforce ecosystem.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q118-Q123):

NEW QUESTION # 118

Universal Containers wants to implement best practices for its customer support teams and has decided to follow a Knowledge Centered Support (KCS) methodology.

Which benefit can be expected?

- A. Reduced first contact resolution time
- B. Reduced post-interaction time
- **C. Reduced issue resolution time**

Answer: C

Explanation:

Adopting a Knowledge Centered Support (KCS) methodology can lead to reduced issue resolution time as a key benefit. KCS emphasizes the creation, maintenance, and effective use of a knowledge base, enabling faster access to solutions and reducing the time needed to resolve customer issues.

NEW QUESTION # 119

Universal Containers is getting ready to start User Acceptance Testing (UAT) for its customer service transformation project. The consultant has been asked where the testing should occur. The business users and stakeholders need an environment that can support 60 days of UAT and includes representative data from production.

Which environment type should the consultant recommend?

- A. Developer Pro Sandbox
- B. Partial Copy Sandbox
- **C. Full copy sandbox**

Answer: C

Explanation:

A Full Copy Sandbox is a complete replica of a production environment, containing both metadata and all data records. It is the most appropriate environment for conducting extended User Acceptance Testing (UAT), especially when real-world data and scenarios need to be validated over an extended period like 60 days.

This sandbox type supports thorough testing of configurations, integrations, and customizations under conditions that mirror live operations. Business users benefit from working with a familiar data set, reducing surprises during go-live. It is superior to Developer or Partial Copy Sandboxes for full-system validation.

References:https://help.salesforce.com/s/articleView?id=sf.data_sandbox_types.htm&type=5https://help.salesforce.com/s/articleView?id=sf.sandbox_create.htm&type=5

NEW QUESTION # 120

Universal Containers wants to unify channels and manage agent workload with Omni-Channel routing. What required step Should a consultant address before configuring Omni Channel?

- **A. From Setup, select Omni-Channel Settings and Select Enable Omni-Channel.**
- B. Customize service channel settings to define how the organization receives work from various
- C. Create the necessary objects in Salesforce.
- D. Create a Salesforce Case to have Omni-Channel enabled.

Answer: A

NEW QUESTION # 121

A customer-submitted case is routed to a service desk agent at Universal Containers. After the agent responds to the case, the agent realizes the customer is not eligible for support. Which solution should a consultant recommend to prevent this scenario from happening in the future?

- A. Add the entitlement lookup field to case page layouts.
- **B. Add the entitlement related list to account page layouts.**
- C. Add a Validation Rule that ensures each Case has an entitlement.
- D. Add a Validation Rule that ensures each Account has an entitlement.

Answer: B

NEW QUESTION # 122

Sen. tee Agents report that there are so many buttons and components on the Case layout that it is difficult for them to remember which features should be used.

How can a consultant address this concern?

- **A. Use Einstein Next Best Action.**
- B. Implement record types and page layouts.
- C. Configure Path for Cases.
- D. Improve Validation Rule messages.

Answer: A

Explanation:

Using Einstein Next Best Action is a solution that can address the concern of having too many buttons and components on the Case layout. Einstein Next Best Action is a feature that uses artificial intelligence to suggest the best actions or offers for each case, based on the case information, business rules, and predictive models. Einstein Next Best Action can help agents focus on the most relevant and effective features for each case and reduce clutter on the Case layout. Verified References: :

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

NEW QUESTION # 123

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