

# Salesforce CRT-261 Exam Questions - Guaranteed Success



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Almost everyone is trying to pass the Certification Preparation for Service Cloud Consultant (CRT-261) certification exam to upgrade their CVs and land desired jobs. Every applicant of the Certification Preparation for Service Cloud Consultant (CRT-261) exam faces just one problem and that is not finding real and Latest CRT-261 Exam Questions. Applicants are always confused about where to buy actual CRT-261 Exam Questions and prepare successfully for the Certification Preparation for Service Cloud Consultant (CRT-261) exam in a short time.

Salesforce CRT-261 certification exam evaluates candidates on their knowledge and skills related to customer service best practices, Salesforce Service Cloud functionality, and service cloud implementation strategies. Candidates must pass the 60-question multiple-choice exam within 105 minutes to earn the certification.

Salesforce CRT-261 Certification Exam is a challenging certification exam that requires a deep understanding of Salesforce Service Cloud. CRT-261 exam is designed to test the candidate's knowledge of Salesforce Service Cloud, including its features, functionality, and best practices. CRT-261 Exam also tests the candidate's ability to design and implement Salesforce Service Cloud solutions that meet the business requirements of clients.

To prepare for the Salesforce CRT-261 exam, candidates can take advantage of various resources available online. Salesforce offers a variety of training courses, study guides, and practice exams to help candidates prepare for the exam. Additionally, candidates can also join online forums and communities to interact with other professionals and gain insights into the exam.

>> CRT-261 Reliable Exam Materials <<

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## Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q161-Q166):

### NEW QUESTION # 161

Open CTI allows Advanced Administrators and Developers to embed call controls in an HTML area that can be placed within

Salesforce to control the telephony system What are the two common places to embed these call controls?  
Choose 2 answers

- A. On the footer of the Lightning Console
- B. On a new tab in the agent's browser
- C. On the Highlights Panel of a Primary tab
- D. On the left sidebar of Salesforce Classic

**Answer: A,D**

#### NEW QUESTION # 162

Cloud Kicks (CK) has a service performance dashboard to manage its entire support organization. Now, CK would like to understand performance from different perspectives, such as by product line or case close date quarter. What is the recommended solution to meet the requirements?

- A. Use a Dynamic Dashboard based on running user.
- B. Ensure View All Data is not assigned to users.
- C. Add multiple Dashboard Filters.
- D. Configure the dashboard refresh schedule.

**Answer: C**

Explanation:

Explanation

Adding multiple Dashboard Filters is a solution that can enable Cloud Kicks to view cases resolved on the first call from different perspectives, such as by product line or case close date quarter. Dashboard Filters are criteria that can be applied to dashboard components to show data for a specific dimension, such as a field, a value, or a range. Dashboard Filters can help create interactive and dynamic dashboards that show different views of the data. Verified References: :

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#### NEW QUESTION # 163

Universal Containers wants to let its customers interact real-time with support agents from their computers and mobile devices. What feature should a consultant recommend to meet this requirement?

- A. Case Assignment Rules
- B. Customer Community
- C. Embedded Chat Service
- D. Web-to-Case

**Answer: C**

#### NEW QUESTION # 164

Case closure time at Cloud Kicks (CK) is too high although CK already enabled Knowledge Management. What should the consultant recommend to decrease case closure time?

- A. Add data category groups.
- B. Create synonym groups.
- C. Enable Suggested Articles.

**Answer: C**

Explanation:

Enabling Suggested Articles in Salesforce Knowledge provides service agents with article recommendations based on case details, helping them find relevant information faster. This feature can decrease case closure times by equipping agents with the knowledge they need to resolve issues more efficiently, enhancing the overall support experience.

### NEW QUESTION # 165

Universal Containers is changing their case management system to Salesforce. All active accounts, contacts, open cases, and closed cases for the past five years must be migrated to Salesforce for go-live.

Which approach should the Consultant use for data migration?

- A. Plan, Prepare, Validate, Execute, Text
- B. Prepare, Plan, Text, Execute, Validate
- **C. Plan, Prepare, Test, Execute, Validate**
- D. Prepare, Plan, Validate, Execute, Text

**Answer: C**

### NEW QUESTION # 166

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