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Each IT person is working hard for promotion and salary increases. It is also a reflection of the pressure of modern society. We should use the strength to prove ourselves. Participate in the Salesforce CRT-261 exam please. In fact, this examination is not so difficult as what you are thinking. You only need to select the appropriate training materials. TorrentVCE's Salesforce CRT-261 Exam Training materials is the best training materials. Select the materials is to choose what you want. In order to enhance your own, do it quickly.

Salesforce CRT-261 exam is recommended for professionals who have experience working with the Service Cloud and have a solid understanding of Salesforce administration and configuration. It is also recommended that candidates have completed the Salesforce Administrator certification before attempting the Service Cloud Consultant certification. The CRT-261 Exam covers a range of topics related to Service Cloud implementation, including customer service processes, data management, analytics, and integration with other Salesforce products. CRT-261 exam consists of 60 multiple-choice questions and has a time limit of 105 minutes. A passing score of 67% is required to obtain the certification.

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Salesforce Service Cloud Consultants CRT-261 Exam

Salesforce Service Cloud Consultants CRT-261 Exam is related to Service Cloud Consultant Certification. This exam is designed for those Candidates who have experience implementing Service Cloud Solution in a Customer Facing Role. This exam measures the Candidate ability and knowledge in the design and implements Service Cloud Solution that meets customer business requirement is maintainable and scalable. Salesforce Administrator, Service Cloud Consultant and Designing Service Cloud Consultants usually hold or pursue this certification and you can expect the same job role after completion of this certification.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q46-Q51):

NEW QUESTION # 46

UCs is implementing Salesforce Knowledge at its contact center. The contact center has a dedicated support team for each product that it supports. Contact center agents should only be able to view articles for the product they support.

What solution should a consultant recommend to meet this requirement?

- A. Assign team-based roles to the associated product article types
- B. Assign team-based profiles to the associated product article types
- **C. Assign team-based profiles to the associated product data category value**
- D. Assign team-based roles to the associated product data category value

Answer: C

Explanation:

Assigning team-based profiles to the associated product data category value is a solution that can meet the requirement of allowing contact center agents to only view articles for the product they support. Data category values are subcategories that can be used to further refine and filter knowledge articles by topic or type. Data category visibility can be set for each user profile or permission set to control which data category values are accessible for each user. Verified References: : https://help.salesforce.com/s/articleView?id=sf.knowledge_categories_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.knowledge_categories_assign.htm&type=5

NEW QUESTION # 47

A Service Representative transfers a Live Agent Chat to another Representative. Which two things will happen? Choose 2 answers

- **A. The Chat Transcript and Case are transferred.**
- **B. The Customer is shown the new Representative's Name**
- C. Both Service Reps can chat with the Customer.
- D. The Customer does not know they were transferred.

Answer: A,B

Explanation:

Explanation

The Chat Transcript and Case are transferred and The Customer is shown the new Representative's Name are two things that will happen when a Service Representative transfers a Live Agent Chat to another Representative. These are the expected behaviors of the Chat Transfer feature, which allows agents to transfer chat sessions to other agents or queues when they need assistance or escalation. When an agent transfers a chat session, the following things will happen:

The Chat Transcript and Case are transferred to the new agent or queue. The chat transcript is a record that captures the entire conversation between the customer and the agent during a chat session. The chat transcript can be related to a case or other records in Salesforce. When a chat session is transferred, the chat transcript and any related records are moved to the new agent or queue, so they can access the chat history and context.

The Customer is shown the new Representative's Name on their chat window. This is a way of informing the customer that their chat session has been transferred and who they are chatting with now.

The customer will also see a message that says "You have been transferred" on their chat window.

Verified References: [Service Cloud Consultant Certification Guide & Tips], Transfer Chats to Other Agents or Queues

NEW QUESTION # 48

The contact center manager at Universal Containers is concerned that the first call resolution rate for their team is too low and would like to see improvement in this metric. What should a consultant recommend to improve this metric?

- A. Private branch exchange
- **B. Skills -based routing**
- C. Interactive voice response
- D. Workforce management

Answer: B

NEW QUESTION # 49

Milestones can be added to which two Object types?

Choose 2 answers

- A. Case
- B. Last
- C. Work Order
- D. Account

Answer: A,C

Explanation:

Explanation

These are two object types that milestones can be added to. Milestones are time-dependent actions that need to be completed within a certain period to achieve service level agreements (SLAs). Milestones can be added to work orders or cases using entitlement processes, which are timelines that include multiple milestones for each work order or case. Verified References: :

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

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

NEW QUESTION # 50

Universal Containers case managers receive a high volume of new cases daily and would like to improve efficiency across multiple teams with multiple disparate product specializations. Currently, all cases are automatically distributed evenly across all case managers, regardless of the case manager's knowledge of the products related to the case.

What should a consultant recommend to modify the Case Assignment rules?

- A. Implement Einstein Article Recommendations.
- B. Implement Queue-Based Routing
- C. Implement Skills-Based Routing

Answer: C

Explanation:

Skills-Based Routing is an advanced feature in Salesforce Service Cloud that directs cases to the most qualified case managers based on their skills and expertise. By implementing Skills-Based Routing, Universal Containers can ensure that cases are assigned to case managers with the appropriate product knowledge, improving case resolution efficiency and quality. This method optimizes resource allocation and enhances customer satisfaction by matching cases with the best-suited case managers.

NEW QUESTION # 51

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