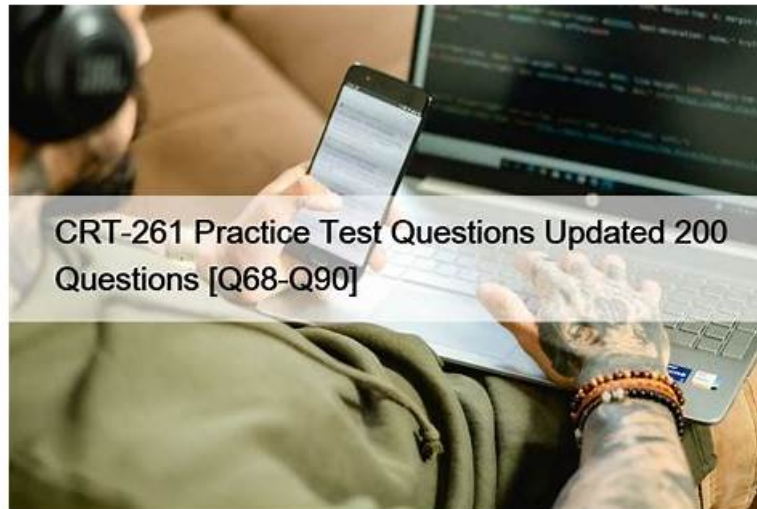


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Salesforce CRT-261 exam covers a wide range of topics related to Service Cloud Consulting. These include topics such as designing and implementing solutions for case management, knowledge management, contact center operations, and omni-channel support. CRT-261 exam is designed to test an individual's ability to design, configure, and implement Service Cloud solutions that meet the unique needs of their clients.

To prepare for the Salesforce CRT-261 exam, individuals can attend training courses offered by Salesforce, study the official exam guide, and take practice exams. Salesforce offers a variety of training courses, including online and in-person sessions, to help professionals gain a deeper understanding of Service Cloud and prepare for the exam. The official exam guide provides an overview of the topics covered in the exam, along with sample questions and answers. Practice exams can also be accessed online to help test takers become familiar with the exam format and types of questions that will be asked.

Salesforce CRT-261 Exam is designed to test the candidate's knowledge of Salesforce Service Cloud and their ability to design and implement solutions that meet the needs of the business. CRT-261 exam consists of 60 multiple-choice questions and must be completed in 105 minutes. CRT-261 exam is administered by Salesforce and can be taken either online or in a proctored testing center.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q27-Q32):

NEW QUESTION # 27

The Universal Container's customer support organization has implemented knowledge, knowledge centered support (KCS) in its call center. However, the call center management thinks that agents are not contributing new knowledge articles as often as they should. What could the company do to address this situation? (choose 2)

- A. Require agents to check a box on case when submitting a new suggested article
- **B. Create a dashboard for articles submitted by agents & approved for publication**
- C. Measure & reward agents based on the # of new articles approved for publication
- **D. Measure & reward agents based on the # of new articles submitted for approval**

Answer: B,D

NEW QUESTION # 28

Universal Containers (UC) wants to improve customer satisfaction by diversifying its interaction channels. UC's goal is to enhance real-time communication and support. Which interaction channel should the consultant suggest to UC?

- **A. Messaging In-app and Web (MIAW)**
- B. Experience Cloud sites
- C. Einstein Bots

Answer: A

Explanation:

To enhance real-time communication and support, Messaging In-app and Web (MIAW) should be suggested. MIAW enables direct, real-time interactions with customers through various messaging platforms, including web chat and mobile messaging. This channel provides a convenient and immediate way for customers to connect with support, improving satisfaction through enhanced accessibility and responsiveness.

NEW QUESTION # 29

Universal Containers is implementing a call center using CTI (Computer-telephony integration). Which three items, at a minimum, must be implemented and deployed to ensure success? Choose 3 answers

- **A. Install CTI adapter using open CTI**
- **B. Configure call center definition**
- C. Configure IVR auto response
- D. Deploy Call Center Directory
- **E. Assign users to a call center**

Answer: A,B,E

NEW QUESTION # 30

Universal Containers (UC) hired in an expansion of the contact center. Getting agents up to speed and fully productive is a priority. UC implemented a standardize agent-customer dialog to assist agents. Which two features should a consultant integrate into the Service Console? Choose 2 answers

- **A. Interaction Log**
- B. Path for Cases
- C. Lightning Process Builder
- **D. Lightning Row for Service**

Answer: A,D

NEW QUESTION # 31

A recent work task entails sVa service center rtviaUd that service agents perform the same steps when closing a case and sending a survey through email. These steps take around 1 minute per case. With millions of cases closed each year, it is important to improve the efficiency of this operation.

What are two recommended Service Cloud features that work together to improve the process? Choose 2 answers

- A. Macros
- B. Email Templates
- C. Global Quick Action
- D. Quick Text

Answer: A,B

Explanation:

These are two Service Cloud features that work together to improve the process of closing a case and sending a survey through email. Macros are tools that allow agents to automate common or repetitive tasks on a record, such as sending an email or updating a field. Macros can help agents save time and avoid errors when closing a case and sending a survey through email. Email Templates are tools that allow administrators to create predefined email messages that can be used for common purposes, such as sending surveys or confirmations. Email Templates can help ensure consistent and professional communication with customers.

Verified References: : https://help.salesforce.com/s/articleView?id=sf.console2_macros_overview.htm&type=5

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

NEW QUESTION # 32

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