Salesforce CRT-261

Salesforce Service Cloud Consultant Certification Questions & Answers

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CRT-261

Salesforce Certified Service Cloud Consultant

60 Questions Exam – 67% Cut Score – Duration of 105 minutes

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Discover More about the CRT-261 Certification

Are you interested in passing the Salesforce CRT-261 exam? First discover, who benefits from the CRT-261 certification. The CRT-261 is suitable for a candidate if he wants to learn about Salesforce Consultant. Passing the CRT-261 exam earns you the Salesforce Certified Service Cloud Consultant title.

While preparing for the CRT-261 exam, many candidates struggle to get the necessary materials. But do not worry; your struggling days are over. The CRT-261 PDF contains some of the most valuable preparation tips and the details and instant access to useful CRT-261 study materials **just at one click**.

Salesforce CRT-261 Service Cloud Consultant Certification Details:

Exam Name	Salesforce Service Cloud Consultant
Exam Code	CRT-261
Exam Price	Registration fee: USD 200 Retake fee: USD 100
Duration	105 minutes
Number of Questions	60
Passing Score	67%
Recommended Training / Books	**Prepare for Your Salesforce Service Cloud Consultant Credential** **Administer and Maintain Service Cloud (ADX261)** **Prepare for your Service Cloud Consultant Certification Exam (CRT261)** **Administer Intelligent Service Cloud Solutions (ADX361)**
Schedule Exam	**Kryterion Webassessor**
Sample Questions	**Salesforce CRT-261 Sample Questions**
Recommended Practice	**Salesforce Certified Service Cloud Consultant Practice Test**

CRT-261 Syllabus:

Section	Objectives	Weight
Industry Knowledge	- Explain the factors that influence key Contact Center metrics and key performance indicators (KPIs). - Determine the risks, benefits, and business challenges of meeting a client's desired outcome. - Given a specific type of service organization, explain industry standards and general capabilities.	**12%**
Implementation Strategies	- Given a scenario, determine how to participate in a successful consulting engagement (plan, gather requirements, design, build, test, and document). - Given a scenario, recommend appropriate deployment and training strategies. - Explain the considerations and implications for data migration, data quality, data governance, and large data volumes	**14%**
Service Cloud Solution Design	- Given a scenario, analyze customer requirements to determine an appropriate solution design considering capabilities, limitations, and design trade-offs for the service agent experience. - Given a scenario, analyze customer requirements to determine an appropriate solution design considering capabilities, limitations, and design trade-offs for the customer experience, including interaction channels. - Given a set of customer data security and compliance requirements, determine a successful design to secure the data.	**20%**
Knowledge Management	- Explain the Salesforce Knowledge article lifecycle, Knowledge-Centered Service (KCS), and best practices including creation, publication, consumption, feedback, revision, and archival. - Given a set of requirements, determine how to	**8%**

Section	Objectives	Weight
	configure Knowledge to deliver service support and self-service processes.	
Intake and Interaction Channels	- Given business process requirements, recommend the appropriate approach to intake channels and their design. - Given a set of business goals, discuss the use cases and functionality for proposed interaction channels. - Assess the design considerations and best practices when configuring an interaction channel solution.	**15%**
Case Management	- Given a set of requirements or KPIs, design a case management solution from creation to closure (assignment, escalation, resolution, and disposition). - Given a set of requirements, explain how case deflection strategies are delivered in Experience Cloud sites, Einstein Chatbot, and Knowledge. - Explain the capabilities, use cases, and how to configure service entitlements, milestones, assets, business hours, and service-level agreements (SLAs) in Service Cloud. - Differentiate the use cases and capabilities of Service Cloud automation.	**18%**
Contact Center Analytics	- Given a scenario, develop reports and dashboards in Salesforce to provide relevant information to different stakeholders (agents, managers, executives).	**8%**
Integrations	- Explain the use cases and considerations for core Service Cloud integrations, including third-party solutions and connections to external sources of data.	**5%**

Broaden Your Knowledge with Salesforce CRT-261 Sample Questions:

Question: 1

Which two capabilities of Lightning Knowledge ensure accurate content in articles?

(Choose 2)

- a) Knowledge Action to Publish an Article once the Article is approved.
- b) Data Category to assign an article record type to a Reviewer.
- c) Approval Process that assigns an Article to a Reviewer Queue.
- d) Validation Rules for article record types to verify all fields during creation.

Answer: b, c

Question: 2

What are benefits of deploying Knowledge in a high volume Service Cloud portal?

(Choose 2)

- a) Eliminates tracking of customer entitlements
- b) Replaces the need for an email channel
- c) Reduces incoming call volume
- d) Uncovers gaps in the knowledge base

Answer: c, d

Question: 3

A case has not been closed even after 30 days, but those cases can be closed in 7 days. What should the consultant do to overcome this?

(Choose 2)

- a) Identify those cases and assign to the closure team
- b) Use auto response rule to send an email
- c) Supervisors to investigate those cases
- d) Use escalation rule to send an email

Answer: a, c

Question: 4

Which application will allow a client to enable Ideas on a public website?

a) Self-service portal
b) Customer portal
c) Partner portal
d) Sites

Answer: d

Question: 5

When a Self Service Portal User adds a Case Comment the following actions take place?

a) A Workflow rules is activated
b) An email is automatically sent to the case owner
c) An Assignment Rule is Activated
d) None of the above

Answer: b

Question: 6

Sales engineer needs visibility to list field edits, emails, case comments, and related objects on ONE page. How can this be achieved?

a) Custom Visual force page
b) Customer view of case tab
c) Custom related list
d) Custom report

Answer: a

Question: 7

How is the hash mark (e.g., #salesforce) used in chatter?

a) Indicates the name of a group in which to place the Chatter message
b) Indicates a clickable URL hyperlink
c) Ties the Chatter message to a topic
d) Links the Chatter message to Twitter

Answer: c

Question: 8

Why would customer upgrade from self-service to customer portal?

(Choose 3)

a) Access to custom objects
b) Branded site
c) Simpler and easier to configure
d) Better reporting

Answer: a, b, d

Question: 9

Which three features should a Consultant recommend to allow a customer to resolve issues through self-service?

(Choose 3)

a) Customer Community
b) Live Agent
c) Knowledge Base
d) Chatter Answers
e) Web -to -Case

Answer: a, c, d

Question: 10

For which purpose should a contact center use visual workflow?

a) To automatically assign cases to a specific queue based on the customer support level.
b) To escalate a case to the support manager if it has been open for more than 72 hours.
c) To automate business processes for agents who troubleshoot customer support issues via phone.
d) To assign follow-up tasks to an agent one week after a case is closed.

Answer: c

Avail the Study Guide to Pass Salesforce CRT-261 Service Cloud Consultant Exam:

- Find out about the CRT-261 syllabus topics. Visiting the official site offers an idea about the exam structure and other important study resources. Going through the syllabus topics help to plan the exam in an organized manner.
- Once you are done exploring the **CRT-261 syllabus**, it is time to plan for studying and covering the syllabus topics from the core. Chalk out the best plan for yourself to cover each part of the syllabus in a hassle-free manner.
- A study schedule helps you to stay calm throughout your exam preparation. It should contain your materials and thoughts like study hours, number of topics for daily studying mentioned on it. The best bet to clear the exam is to follow your schedule rigorously.
- The candidate should not miss out on the scope to learn from the CRT-261 training. Joining the Salesforce provided training for CRT-261 exam helps a candidate to strengthen his practical knowledge base from the certification.
- Learning about the probable questions and gaining knowledge regarding the exam structure helps a lot. Go through the **CRT-261 sample questions** and boost your knowledge
- Make yourself a pro through online practicing the syllabus topics. CRT-261 practice tests would guide you on your strengths and weaknesses regarding the syllabus topics. Through rigorous practicing, you can improve the weaker sections too. Learn well about time management during exam and become confident gradually with practice tests.

Career Benefits:

- Passing the CRT-261 exam, helps a candidate to prosper highly in his career. Having the certification on the resume adds to the candidate's benefit and helps to get the best opportunities.

Here Is the Trusted Practice Test for the CRT-261 Certification

VMExam.Com is here with all the necessary details regarding the CRT-261 exam. We provide authentic practice tests for the CRT-261 exam. What do you gain from these practice tests? You get to experience the real exam-like questions made by industry experts and get a scope to improve your performance in the actual exam. Rely on VMExam.Com for rigorous, unlimited two-month attempts on the **CRT-261 practice tests**, and gradually build your confidence. Rigorous practice made many aspirants successful and made their journey easy towards grabbing the Salesforce Certified Service Cloud Consultant.

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