



CRT-261^{Q&As}

Certification Preparation for Service Cloud Consultant

Pass Salesforce CRT-261 Exam with 100% Guarantee

Free Download Real Questions & Answers PDF and VCE file from:

<https://www.passapply.com/crt-261.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Salesforce
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





QUESTION 1

A Service Consultant has been asked to design a solution for Service Reps to communicate with customers via Twitter. What should the Consultant recommend implementing in the Lightning Service Console?

- A. The Social Feed
- B. A Twitter Macro
- C. The Case Feed
- D. A Custom Component

Correct Answer: C

QUESTION 2

UC wants to implement a Knowledge management process with the following requirements: It must contain four different kinds of content: customer FAQs, product specifications, contact center procedures, and product manuals. It must provide the ability to filter Knowledge search results by a single product, multiple products, or all 56 products. Any product-related content created by contact center agents must be approved by the contact center manager and the Knowledge manager before being published. Product content should only be visible internally to contact center agents who handle the product. How should a consultant recommend that Knowledge be configured? Choose 3 answers.

- A. Configure workflow rules for each data category
- B. Configure article types for each kind of content
- C. Define approval processes for each article type
- D. Define approval processes for each product
- E. Configure data category values for each product

Correct Answer: ABE

QUESTION 3

The Universal Containers contact center offers support via email, the Internet, and a Community. The contact center manager wants to demonstrate the success of recent self-service initiatives to executive management. What report should the contact center manager present to executive management? Choose 2 answers.

- A. Average call handle time by team
- B. Number of cases created using portal
- C. Number of cases closed by a self-service user
- D. Number of IVR inquiries without agent involvement

Correct Answer: BC



QUESTION 4

What statement is true about the Salesforce Knowledge article lifecycle?

- A. Approval process CANNOT allow publishing of articles that have specific validation statuses
- B. Article permission sets allow agents to participate in the article publishing process
- C. Articles CANNOT be published until they are reviewed and validated by a qualified author
- D. Knowledge uses public groups as a way to assign users to specific tasks related to articles

Correct Answer: B

QUESTION 5

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

- A. Ties the Chatter message to a topic
- B. Indicates a clickable URL hyperlink
- C. Indicates the name of a group in which to place the Chatter message
- D. Links the Chatter message to Twitter

Correct Answer: A

[Latest CRT-261 Dumps](#)

[CRT-261 Practice Test](#)

[CRT-261 Study Guide](#)