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QUESTION 1

The Universal Containers support center management team would like to leverage Salesforce functionality to improve collaboration on cases. What should a consultant recommend to meet this requirement? (Choose 2)

- A. Create escalation rules to re-assign cases after SLAs have expired.
- B. Enable the Service Cloud Console and Knowledge sidebar for agents.
- C. Create case teams and introduce swarming to resolve cases.
- D. Enable and use Chatter feed tracking on the case object.

Correct Answer: CD

QUESTION 2

To manage the publishing lifecycle for articles in Salesforce Knowledge, the contact center director wants to provide article with various publishing capabilities. What configuration should be recommended to meet this objective?

- A. Assign article managers to public groups and specific article actions to each group.
- B. Assign article managers to publication teams and specific article actions to each team.
- C. Assign article managers to public groups and specific publication states to each group.
- D. Assign article managers to publication teams and specific publication states to each team.

Correct Answer: A

QUESTION 3

Field engineers often need to access current inventory levels of products the customer has purchased while at customer sites.

Which solution should a Consultant recommend to meet this requirement?

- A. Implement Field Service Lightning.
- B. Integrate with an enterprise resource planning system.
- C. Develop and publish a knowledge management system
- D. Configure Visual Flows on Salesforce mobile.

Correct Answer: B

QUESTION 4



Universal Containers is launching a full line of new products and Service Cloud should support the following requirements:

Agents need to collaborate with other teams.

The product development team needs to be alerted on high-priority cases for specific products.

Which solution will meet these requirements?

- A. Use Process Builder for notifications and case teams to monitor cases.
- B. Use Process Builder for notifications and account teams to monitor cases.
- C. Use escalation rules for notifications and account teams to monitor cases.
- D. Use escalation rules for notifications and case teams to monitor cases.

Correct Answer: A

QUESTION 5

Universal Containers will be launching a telesales contact center. What should be considered in the design? Choose 2 answers.

- A. Integration with Field service teams and apps
- B. Strategies to maximize call deflection
- C. Performance for high volume of interactions
- D. Integration with Lead Generation team and apps

Correct Answer: CD

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