



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 consultant needs to import 2,000 source articles for a Salesforce Knowledge implementation. The source articles are in HTML and contain several images. All of the articles are FAQs. Before importing the articles into Knowledge, which step should a consultant perform? (Choose 3)

- A. Create the data categories and set up the data category values.
- B. Set up a zip file that contains the CSV, HTML, and image files.
- C. Create the custom fields for the slide type
- D. Set up the article actions and assign publishers to each action
- E. Set the publication status of the article type to draft status

Correct Answer: ABD

QUESTION 2

Universal Containers is in the process of setting up a business-to-business (b2b) portal. The company needs to give customers access to service level agreements (SLA) via the portal. Which solution is recommended to accomplish this requirement?

- A. Milestones
- B. Assets
- C. Service contracts
- D. Cases

Correct Answer: C

QUESTION 3

What are three considerations when adding a report chart to a Console Component? Choose 3 answers

- A. The report chart is added to the Page Layout.
- B. The report is shared with a Chatter Group.
- C. The report is a Summary or Matrix report.
- D. The report contains a chart.
- E. The report has a standard Report Type.

Correct Answer: CD



QUESTION 4

Which Service Cloud tool requires the least agent involvement to resolve a customer issue?

- A. Salesforce for Twitter
- B. Live Agent
- C. Salesforce Knowledge
- D. Open CTI

Correct Answer: C

QUESTION 5

The Support Manager at Universal Containers has determined that there are five common case types that are always resolved during the first call. Additionally, the support manager noticed that support agents are sending similar emails to the customer for each case. Which three solutions can a consultant implement to minimize the time it takes a support agent to create emails for these cases?

- A. Implement Quick Text
- B. Enable the Support Process for default email templates
- C. Implement Macros
- D. Implement Email-To-Case
- E. Enable the support setting for default email templates

Correct Answer: ACE

[Latest CRT-261 Dumps](#)

[CRT-261 Practice Test](#)

[CRT-261 Exam Questions](#)