

Salesforce CRT-261

SALESFORCE SERVICE CLOUD CONSULTANT CERTIFICATION QUESTIONS & ANSWERS

Exam Summary – Syllabus – Questions

CRT-261

Salesforce Certified Service Cloud Consultant
60 Questions Exam – 67% Cut Score – Duration of 105 minutes

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Know Your CRT-261 Certification Well:

The CRT-261 is best suitable for candidates who want to gain knowledge in the Salesforce Consultant. Before you start your CRT-261 preparation you may struggle to get all the crucial Service Cloud Consultant materials like CRT-261 syllabus, sample questions, study guide.

But don't worry the CRT-261 PDF is here to help you prepare in a stress free manner.

The PDF is a combination of all your queries like-

- What is in the CRT-261 syllabus?
- How many questions are there in the CRT-261 exam?
- Which Practice test would help me to pass the CRT-261 exam at the first attempt?

Passing the CRT-261 exam makes you Salesforce Certified Service Cloud Consultant. Having the Service Cloud Consultant certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

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)
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	<ul style="list-style-type: none"> - Explain the factors that influence key contact center metrics, KPIs, and business challenges. - Explain the use cases and benefits for different interaction channels. - Compare and contrast the different types of contact centers and their business drivers (help desk, product support, telesales, service, field service/depot repair, B2C, B2B, etc.). - Identify the benefits of a knowledge base. 	10%
Implementation Strategies	<ul style="list-style-type: none"> - Given a scenario, determine how to facilitate a successful consulting engagement (plan, gather requirements, design, build, test, and document). - Given a scenario, determine appropriate contact center licensing and deployment strategies. 	15%
Service Cloud Solution Design	<ul style="list-style-type: none"> - Given a scenario, analyze customer requirements to determine an appropriate solution design considering capabilities, limitations, and design trade-offs. - Distinguish the key components that contribute to performance optimization within a design. - Given a scenario, understand the use cases and benefits for implementing CTI, Communities, and Salesforce Field Service. 	16%
Knowledge Management	<ul style="list-style-type: none"> - Explain the knowledge article lifecycle including creation, publishing, consumption, and feedback. - Given business process requirements, determine the appropriate approach to manage Knowledge adoption and maintenance. - Given a set of requirements, determine how to configure data categories, article record types, articles, and publishing workflow. - Understand the key factors to consider when implementing a Knowledge data migration strategy. - Given a scenario, describe the considerations when migrating from Knowledge to Lightning Knowledge. 	9%
Interaction Channels	<ul style="list-style-type: none"> - Describe the use cases and functionality for each interaction channel (Experience Cloud Sites, mobile, phone, email, web, chat, and social media.) - Given business process requirements, determine the appropriate approach to case submission. - Explain the design considerations (user interface, user profiles, objects to expose, sharing model, reporting, etc.) and best practices when configuring an interaction channel solution (mobile, phone, email, web, chat, or social media). 	10%

Section	Objectives	Weight
Case Management	<ul style="list-style-type: none"> - Given a set of requirements, design a case management solution from case creation to closure including case assignment, case escalation, case resolution, and case disposition. - Describe the relationships between cases and other areas such as assets, entitlements, work orders, Experience Cloud Sites, Chat, and Knowledge. - Given a set of KPIs, determine the appropriate case management solution. - Explain the capabilities, use cases, and how to configure the service entitlements and milestones in Salesforce. - Explain the use cases, capabilities, and limitations of Service Cloud automation (Salesforce Flow, quick actions, macros, quick text). - Identify use cases and capabilities of Social Customer Service. 	15%
Contact Center Analytics	<ul style="list-style-type: none"> - Given a set of desired metrics, determine the appropriate reporting solution, taking into account data sources, data volume, and various contact center technologies (ACD, IVR, PBX, etc.). - Given a scenario, evaluate the considerations when designing reports and dashboards to serve different stakeholders (agents, supervisors, managers, executives). 	5%
Integration and Data Management	<ul style="list-style-type: none"> - Explain the use cases and considerations for common Service Cloud Integrations. - Explain the considerations for data migration and data quality. 	5%
Service Console	<ul style="list-style-type: none"> - Given a scenario, identify the appropriate Service Console features to meet the business need. - Explain how different Service Console features work together to deliver business value. - Given a set of business requirements, describe how a feature should be implemented. 	15%

Salesforce CRT-261 Sample Questions:

Question: 1

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: 2

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: 3

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: 4

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: 5

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: 6

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

Question: 7

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: 8

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: 9

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: 10**

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

Study Guide to Crack Salesforce Service Cloud Consultant CRT-261 Exam:

- Getting details of the CRT-261 syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the CRT-261 exam.
- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.
- Joining the Salesforce provided training for CRT-261 exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
- Read from the CRT-261 sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.
- Practicing on CRT-261 practice tests is must. Continuous practice will make you an expert in all syllabus areas.

Reliable Online Practice Test for CRT-261 Certification

Make VMExam.com your best friend during your Salesforce Service Cloud Consultant exam preparation. We provide authentic practice tests for the CRT-261 exam. Experts design these online practice tests, so we can offer you an exclusive experience of taking the actual CRT-261 exam. We guarantee you 100% success in your first exam attempt if you continue practicing regularly. Don't bother if you don't get 100% marks in initial practice exam attempts. Just utilize the result section to know your strengths and weaknesses and prepare according to that until you get 100% with our practice tests. Our evaluation makes you confident, and you can score high in the CRT-261 exam.

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