Salesforce CRT-261 Study Guide PDF

GRAB THE SALESFORCE SERVICE CLOUD CONSULTANT CERTIFICATION PDF 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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Get an Overview of the CRT-261 Certification:

Who should take the **CRT-261 exam**? This is the first question that comes to a candidate's mind when preparing for the Service Cloud Consultant certification. The CRT-261 certification is suitable for candidates who are keen to earn knowledge on the Salesforce Consultant and grab their Salesforce Certified Service Cloud Consultant. When it is about starting the preparation, most candidates get confused regarding the study materials and study approach. But CRT-261 study guide PDF is here to solve the problem. CRT-261 PDF combines some effective sample questions and offers valuable tips to pass the exam with ease.

Why Should You Earn the Salesforce CRT-261 Certification?

There are several reasons why one should grab the CRT-261 certification.

- The Service Cloud Consultant certification proves to be one of the most recognized certifications.
- The certification badge proves the knowledge of the candidate regarding subject matters and makes his resume presentable to potential candidates.
- Thus earning the **Salesforce Certified Service Cloud Consultant** is a powerful qualification for a prosperous career.

What Is the Salesforce CRT-261 Service Cloud Consultant Certification Exam Structure?

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**

Enhance Knowledge with CRT-261 Sample Questions:

Question: 1

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: 2

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: 3

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: 4

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: 5

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: 6

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: 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

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: 9

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: 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

What Study Guide Works Best in Acing the Salesforce CRT-261 Service Cloud Consultant Certification?

The CRT-261 study guide is a combination of some proven study tips and the combination of all valuable study materials like sample questions, syllabus and practice tests in one place.

Explore the Syllabus Topics and Learn from the Core:

If you are determined to earn success in the Service Cloud Consultant exam, getting in full touch of the **syllabus** is mandatory. During preparation, you might not like all syllabus sections or topics, but try to get at least the fundamental knowledge from the sections you don't like. The more you possess knowledge on all syllabus sections, the more is the chance to attempt maximum number of questions during the actual exam.

Make Your Schedule:

Studying and completing the syllabus becomes easier, if you work on the syllabus topics after making a schedule. Your syllabus must mention what areas you want to cover and within what time. Once you make a schedule and follow it regularly, syllabus completion becomes easier and preparation becomes smoother.

Get Expert Advice from the Training:

Do not forget to join the Salesforce CRT-261 training if it is providing any. Training enhances the practical knowledge of a candidate, which helps them to work well in the practical field during projects.

Get Access to the PDF Sample Questions:

If your study material is in a **PDF format** or the materials are mobile-friendly, what could be better than that? Get access to the free sample questions and keep enhancing your knowledge beyond the syllabus.

Avoid Dumps and Utilize the Salesforce CRT-261 Practice Test:

Why should you rely on practice tests? The reason is simple: you must get familiar with the exam pattern before reaching the exam hall. An aspirant aware of the exam structure and time management during the exam preparation can perform well in the actual exam and attempt the maximum number of questions during the exam.

Many aspirants prefer to read from dumps, but they miss out on the self assessment method. Therefore, CRT-261 practice tests always stand out to be the better choice than dumps PDF.

Avail the Proven CRT-261 Practice Test for Success!!!

Do you want to pass the CRT-261 exam on your first attempt? Stop worrying; we, VMExam.com are here to provide you the best experience during your Salesforce Service Cloud Consultant preparation. Try out our free mock tests to get a glimpse of our quality study materials, and build your confidence with the premium **CRT-261 practice tests**. Our expert-designed questions help you to improve performance and pass the exam on your first attempt.