Valid CRT-261 Exam Q&A PDF CRT-261 Dump is Ready (Updated 105 Questions) [Q20-Q42
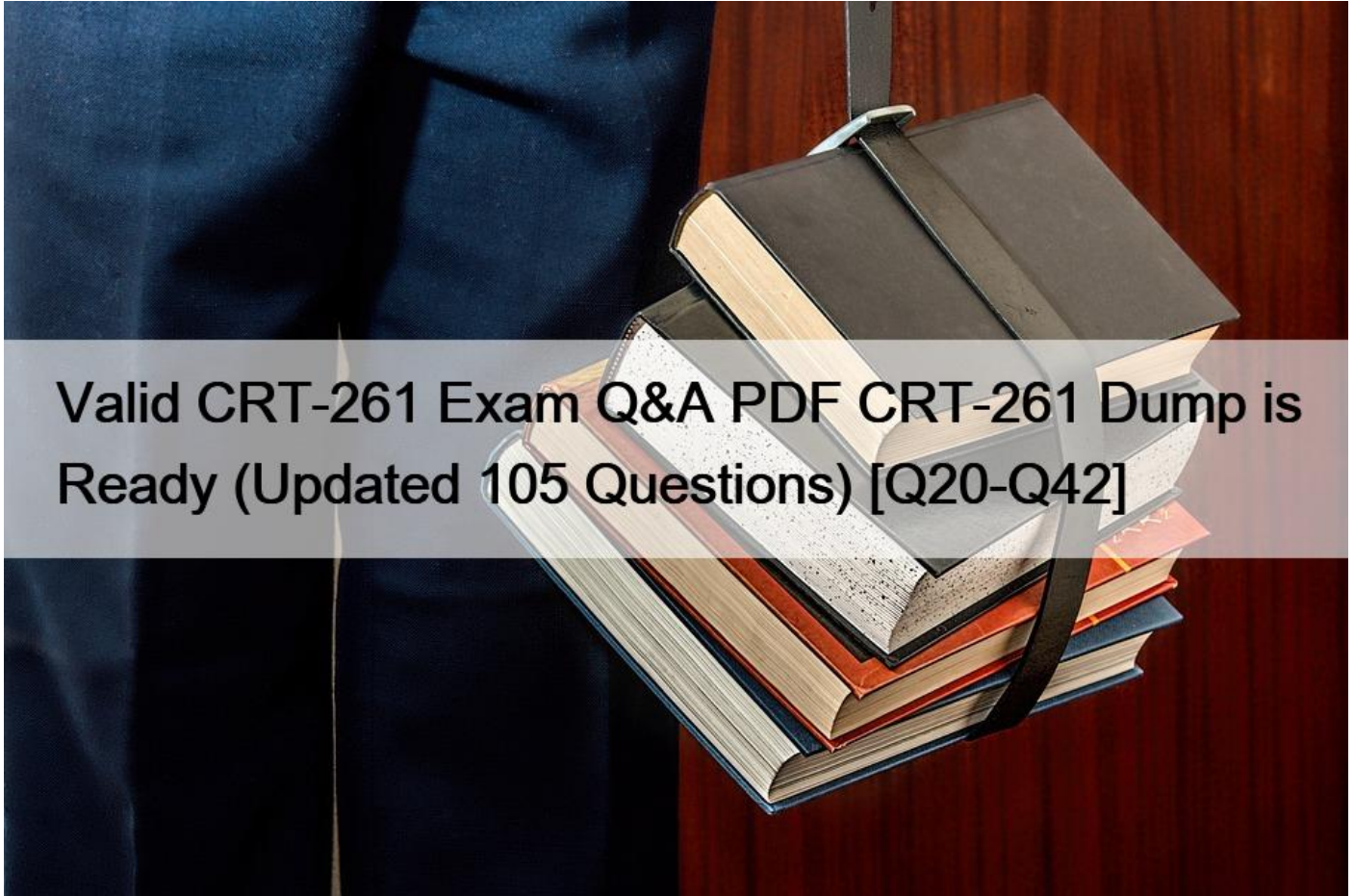

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Exam Questions and Answers for CRT-261 Study Guide

What is the duration of the CRT-261 Exam - Length of Examination: 105 minutes- Passing Score: 67%- Number of Questions: 60- Format: Multiple choices, multiple answers

Salesforce CRT-261 Exam Syllabus Topics:

TopicDetailsTopic 1- Given a scenario, describe the considerations when migrating from Knowledge to Lightning KnowledgeTopic 2   - Explain the use cases, capabilities, and limitations of Service Cloud automation (Flow, process builder, quick actions, macros, quick text).Topic 3- Explain the capabilities, use cases, and how to configure the service entitlements and milestones in Salesforce.Topic 4- 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.).Topic 5- Describe the use cases and functionality for each interaction channel (communities, mobile, phone, email, web, chat, SOS- video channel, and social media.)Topic 6- Explain the considerations for data migration and data quality- Explain the factors that influence key contact center metrics, KPIs, and business challengesTopic 7- Understand the key factors to consider when implementing a Knowledge data migration strategyTopic 8- Given a scenario, evaluate the considerations when designing reports and dashboards to serve different stakeholders (agents, supervisors, managers, executives).Topic 9- Given a scenario, analyze

customer requirements to determine an appropriate solution design considering capabilities, limitations, and design trade-offs Topic 10- Given a scenario, understand the use cases and benefits for implementing CTI, Communities, and Field Service Lightning Topic 11- Given business process requirements, determine the appropriate approach to case submission- Explain the use cases and considerations for common Service Cloud IntegrationsTopic 12- Given a set of KPIs, determine the appropriate case management solution- Identify use cases and capabilities of Social Customer ServiceTopic 13- 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.Topic 14- Explain how different Service Console features work together to deliver business valueTopic 15 - Given a set of requirements, determine how to configure data categories, article types, articles, and publishing workflow

The benefit in Obtaining the CRT-261 Exam Certification - After completing the Salesforce Certified Service Cloud Consultant certification Candidate becomes a solid, well-rounded Salesforce Certified Service Cloud Consultant.- If the Candidate has the desire to move up to a higher-paying position in an organization. This certification will help as always.- A candidate might have incredible IT skills. Employers that do the hiring need to make decisions based on limited information and as it always. When they view the official Salesforce Certified Service Cloud Consultant certification, they can be guaranteed that a candidate has achieved a certain level of competence.- When an organization hiring or promotion an employee, then the decision is made by human resources. Now while Candidate may have an IT background, they do their decisions in a way that takes into record many different factors. One thing is candidates have formal credentials, such as the Service Cloud Consultant. **QUESTION 20**

An outsourced contact center is losing part-time agents to a nearby contact center that promotes flexible scheduling. Which method can be used to improve agent retention? Choose 2 answers:
* Mix telephony interactions with email and chat
* Extend benefits to part-time agents
* Provide additional training on tools and process
* Allow shift trading between agents

QUESTION 21

Universal Containers needs to customize Salesforce to improve its Support Agents’ experience so they can work more efficiently.

Which two features requires Service Cloud?
* Open multiple case records as tabs and sub tabs
* Unique page layouts for each Case Record Type
* Utility Bar
* Access to Knowledge Articles

QUESTION 22

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
* Average call handle time by team
* Number of cases created using portal
* Number of cases closed by a self-service user
* Number of IVR inquiries without agent involvement

QUESTION 23

UC has a telemarketing contact center with agents who cold-call prospects and follow-up on prospects that have been routed to them. Which metric should UC consider when designing the contact center? Choose 2 answers.

* Number of outbound calls per day
* Number of closed cases
* Number of lead referrals
* Number of attempts to contact

QUESTION 24

Which statement is true regarding the Salesforce CTI adapter? Choose 3 answers
* It acts as an intermediary between telephony systems, the salesforce Call Center application, and Salesforce user interface
* It is a server-based software program that controls the appearence and behavior of a Salesforce SoftPhone
* It is based on the Salesforce CTI Toolkit and consists of source code, libraries, and files
* Prebuilt CTI adapters for different telephony systems are available on the Force.com AppExchange
* It does NOT require a software install for each call center user on a Windows-based PC.

QUESTION 25

Which two areas can an Administrator make Open CTI features available to users when building a Lighting App using the App Manager? Choose 2 answers
* On a utility bar of the Lightning App
* On a record Highlights Panel
* On a record Activity Feed list
* On the Calendar right hand panel

QUESTION 26

When migrating data from an older system to a new one, what steps should be taken? Choose 2 answers.
* Data Cleansing
* Data Normalization
* Activate data validation rules
* Data mapping

QUESTION 27

Contact Center management must be notified whenever an Open Case has not been touched for 24 hours. Which feature should a Consultant use to meet this requirement?
* Process Builder Scheduled Actions
* Time-based Workflow Rules
* Scheduled Reports
* Milestone Actions

QUESTION 28

Which two capabilities of Salesforce Knowledge ensure accurate content in Articles?

Choose 2 answers
* Data Category to assign an Article Type to a Reviewer
* Validation Rules for Article Types to verify all fields during creation
* Knowledge Action to Publish an Article once the Article is approved

* Approval Process that assigns an Article to a Reviewer Queue

QUESTION 29

UC’s support team requires its customers to submit their support inquiries via free form email (Outlook, Gmail, Yahoo, etc.). Additional requirements are listed below:

Support attachments up to 20MB per inquiry

Over 10,000 inquiries per day

Which solution should a consultant recommend to meet these requirements?
* Email-to-Case
* Web-to-Case
* On-Demand Email-to-Case
* Customer Chatter groups

QUESTION 30

Universal Containers provides Customer Support for two separate business operations. The cases managed for each operation have different steps and fields.

Which three features could be implemented to support this? Choose 3 answers
* Omni-Channel
* Page Layouts
* Record Types
* Support Processes
* Article Types

QUESTION 31

Universal Containers is implementing the Salesforce Service Cloud in its contact center and has requirements listed below.

* 2.000 agents are implemented globally 24/7 operations

* Open case data will be migrated from a legacy system

* New cases will be created in one system only

Which deployment method should be recomended?
* Migrate case data and deploy to all users at office
* Migrate agents to Force.com Connect Offline during deployment
* Deploy in phases using countries as pilots
* Deploy based on the number of trainers available

QUESTION 32

Universal Containers wants to import an external knowledge base to Lightning Knowledge using the Knowledge Importer.

How should this be implemented?

Choose 2 answers
* Article Record Types must be created before the import.
* Each Article Record Type must be in a separate CSV.
* Article Record Types will be created as part of the import.
* Multiple Article Record Types can be imported in the same CSV.

QUESTION 33

Universal Containers (UC) wants to automate the process of case creation. While conducting a business process review, the consultant learned that in some instances, customers provide UC with digital pictures of the problem. The average attachment size was 34 MB.

Which solution should a consultant recommend?
* Web-to-Case
* Outlook Integration
* Email-to-Case
* On-Demand Email-to-Case

QUESTION 34

A team of publishers has created and published articles in Salesforce knowledge. The manager of the help desk describe articles are useful to agents. Which reports can the help desk manager use to determine the quality of the articles? Choose 2 answers
* Report on the articles followed in Chatter
* Report on agent ratings on articles
* Report on agent feedback on articles
* Report on the articles attached to cases

QUESTION 35

The contact center at universal containers wants to increase its profit margins by promoting call deflection with service cloud.

Which two solutions should a consultant recommend?

Choose 2 answers
* Customer community
* Knowledge base
* Service cloud console
* Automatic call distribution

QUESTION 36

Universal Containers wants to reduce the clicks a Customer Support Agent uses when working on a case. This includes the time it takes to create, resolve, and close the case. Which three Salesforce productivity features should be used to accomplish this requirement? Choose 3 answers
* Omni-Channel
* Publisher Actions
* Macros
* Quick Text
* Chatter

QUESTION 37

From any queue list view, users can take ownership of one or more cases if: (Choose 3 answers)
* They are members of that Queue
* They have a Contact Manager Profile
* If the OWD for sharing cases is Public Read/Write/Transfer
* They are higher in the Role Hierarchy than a Queue Member
* All of the above

QUESTION 38

Universal Containers wants to be able to assign Cases based on the same criteria they use for Live Agent chats. Which feature should a Consultant recommend?
* Omni-channel Skills-based routing
* Live Agent Queue-based routing
* Omni-channel Queue-based routing
* Case Skills-based Assignment Rules

QUESTION 39

A Service Manager has recently implemented Salesforce Knowledge. Which three metrics should the Manager use to measure the success of the implementation? Choose 3 answers
* Number of Chatter files attached to cases.
* Number of published article views.
* Number of articles associated to cases.
* Number of content packs attached to cases.
* Number of successful keyword searches.

QUESTION 40

Universal Containers wants to track customer satisfaction (CSAT). Which solution will automate the process for support agents to survey customers when cases are closed?
* Enable the case survey object for the customer portal
* Utilize an AppExchange package to handle customer surveys
* Create a validation rule for case survey email templates
* Modify the user interface settings for the case survey sidebar

QUESTION 41

The Universal Containers’ customer support organization has implemented Knowledge Centered Support (KCS) in its call center. However, the call center management thinks that agents are not contributing new knowledge articles as often as they should.

Which two should the company do to address this situation? Choose 2 answers
* Measure and reward agents based on the number of new articles submitted for approval.
* Measure and reward agents based on the number of new articles approved for publication.
* Create a dashboard that includes articles submitted by agents and approved for publication.
* Require agents to check a box on the case when submitting a new suggested article.

QUESTION 42

Universal Containers plans to deploy Salesforce Service Console to its support team.

Which three steps should be considered in deployment?

Choose three answers
* Customize highlights panels for all objects.
* Set up interaction logs and assign them to user profiles.
* Assign users the Service Cloud User feature license.
* Set up users and assign them to a queue.
* Customize case list views.

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