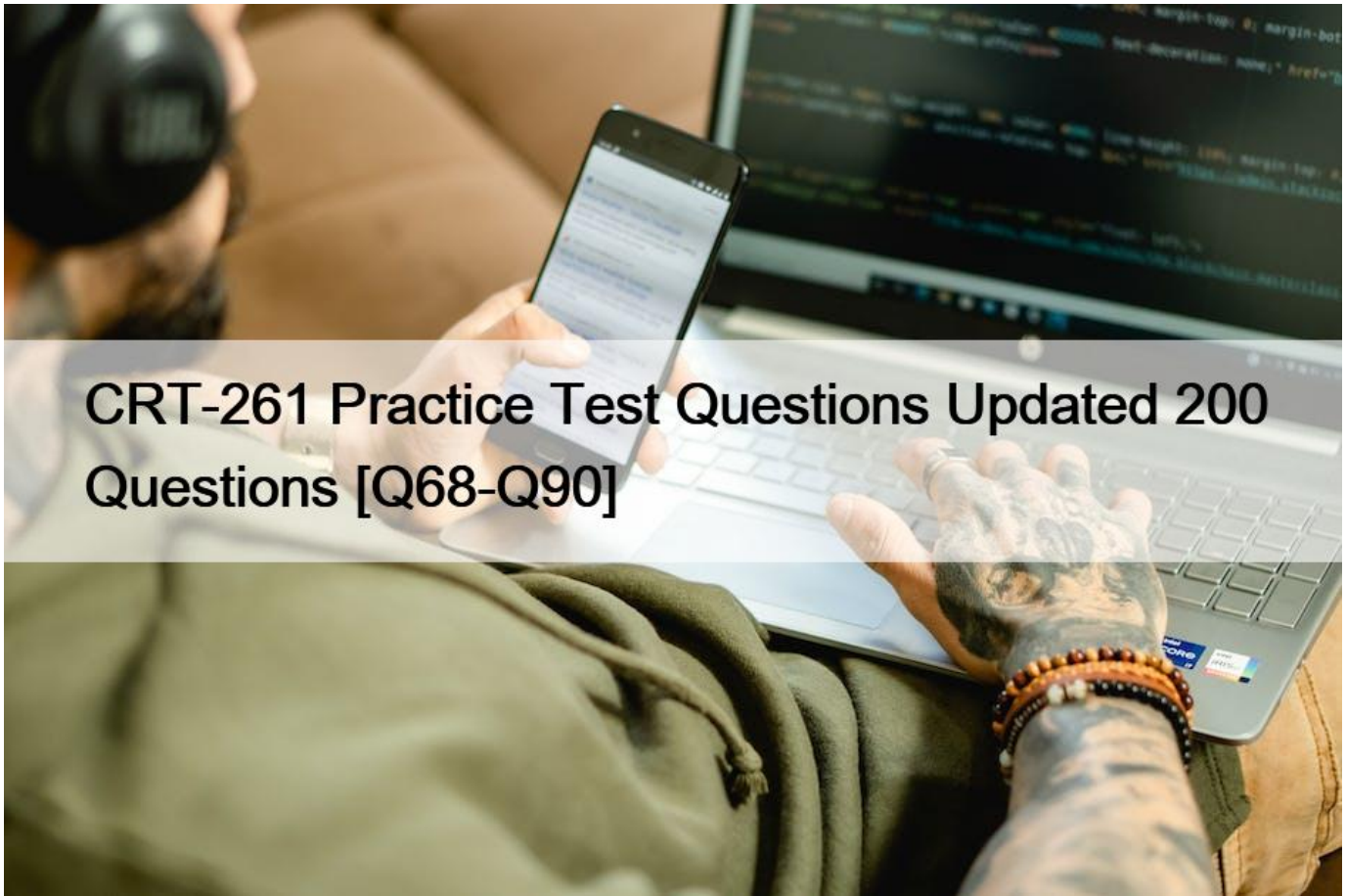


## CRT-261 Practice Test Questions Updated 200 Questions [Q68-Q90]



CRT-261 Practice Test Questions Updated 200 Questions  
Salesforce CRT-261 Dumps - Secret To Pass in First Attempt

Salesforce CRT-261 exam consists of 60 multiple-choice questions that need to be completed within 105 minutes. Candidates who pass the exam will be awarded the Salesforce Certified Service Cloud Consultant certification. Certification Preparation for Service Cloud Consultant certification is valid for two years and can be renewed by completing further training or by taking a recertification exam. Salesforce Certified Service Cloud Consultants are highly sought-after professionals, and the certification can open up a wide range of career opportunities.

### QUESTION 68

A company has implemented Salesforce Service Cloud. The company needs Key Performance Indicators (KPIs) to ensure that its customer support service center is profitable. Which three metrics can be used to help executive management understand service center costs? Choose 3 answers

- \* All open Cases by Priority
- \* All open cases by Channel

- \* All Cases closed Month-to-date
- \* Case resolution time
- \* All Cases by Customer

### QUESTION 69

A Service Representative transfers a Live Agent Chat to another Representative. Which two things will happen? Choose 2 answers

- \* Both Service Reps can chat with the Customer.
- \* The Customer does not know they were transferred.
- \* The Chat Transcript and Case are transferred.
- \* The Customer is shown the new Representative's Name

### QUESTION 70

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 71

Universal containers want to identify potential delays in the customer support process. Which metric should the contact center management analyze? (Choose 1)

- \* Case volume by channel.
- \* Cases created by type.
- \* Open cases by reason.
- \* Average case stage duration.

### QUESTION 72

Universal Containers has a single contact center that handles all service requests including chat, Cases, and web form submissions. It is important that Reps are assigned work evenly so that all requests are handled in the order they are received.

How would a Consultant address this requirement?

- \* Configure Case Assignment Rules
- \* Configure Omni-Channel with Most Available Routing
- \* Configure Live Agent Skills-based Routing
- \* Configure Omni-Channel with Least Active Routing

### QUESTION 73

The Service Manager at universal Containers manages three teams. Each team provides support for the specific product. Agents have concerns about seeing search results for other products when searching the knowledge base. The service manager originally provided the teams with full access to the articles.

Which solution will ensure each team sees only the relevant article type for their product?

- \* Create an article action for each record type and assign them to each team based on their product specialization
- \* Create a permission set for each record type and assign them to each team based on their product specialization
- \* Create a page layout for each article type and assign them to each team based on their product specialization
- \* Create a data category for each product and assign them to each team based on their product specialization

#### QUESTION 74

Universal Containers recently rolled out a Salesforce knowledge implementation; however, users are finding unreliable and unrelated Knowledge Articles displayed in the Knowledge One widget in the Salesforce Console. Which two actions should a Consultant recommend to address the lack of quality checking? Choose

2 answers

- \* Restrict the Manage Articles user permission
- \* Set up an intuitive Data Category hierarchy
- \* Enable and configure wildcards for article searches
- \* Require that an article be added when closing a case

#### QUESTION 75

The support manager at universal containers has noticed an increase in average case age, which is negatively impacting customer satisfaction. To research the situation, the support manager wants to know the amount of time that cases have spent within each status during their lifecycle.

Which reporting solution should a consultant recommend?

- \* Create a report using the Case Lifecycle report type
- \* Create a report using the Case age report type
- \* Create a report using the Case snapshot report type
- \* Create a report using the Case historical trending report type

#### QUESTION 76

Using Import Wizard, how many Asset records can you import at a time?

- \* 1000
- \* 5000
- \* 50,000
- \* 100,000
- \* You cannot import Assets via Import Wizard

#### QUESTION 77

Cloud Kicks (CK) provides product support based on Service Contracts. A customer's Service Contract includes the same level of Entitlements for response time and business hours on both Case and Work Orders. CK would like an efficient method to manage the setup.

What is the recommended configuration to meet the requirements?

- \* Set up separate Entitlement Process for Case and Work Order
- \* Assign the Work Order to the same Case as the Entitlement Process.
- \* Create an Apex Trigger to assign the Entitlement Process to Work Order.
- \* Work Orders created from a Case automatically inherit the Entitlement Process

### QUESTION 78

A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system.

Which two metrics can be used to assess the success of the new workforce management system? Choose 2 answers

- \* Number of calls offered
- \* Agent utilization
- \* Quality monitoring score
- \* Schedule adherence

### QUESTION 79

Universal Containers has built a custom Visualforce page called `&#8220;Knowledge&#8221;` that is used internally to access Classic Knowledge.

Which two steps must be taken to ensure the Visualforce page continues to work after migrating to Lightning Knowledge?

Choose 2 answers

- \* Remove Apex code references to the Article RecordType field.
- \* Configure the Visualforce page to use the Lightning Design System.
- \* Rename the Visualforce page to `&#8220;Lightning Knowledge&#8221;`
- \* Remove Apex code references to the ArticleType field.

### QUESTION 80

Universal Containers has scheduled a major upgrade to its Customer Community next month. The community is expected to be unavailable for approximately 8 hours. The executive team is concerned about how the upgrade and associated outage will impact customers. Which three measures should the Consultant recommend to ensure transparency during the upgrade process? Choose 3 answers

- \* Publish ongoing updates to the community knowledge base with details about the upgrade.
- \* Communicate information about the upgrade to customers in advance.
- \* Send routine status updates to customers via Chatter during the upgrade.
- \* Replace the default outage page with a custom page containing upgrade information.
- \* Notify customers once the upgrade is completed and full services are restored.

### QUESTION 81

Universal Containers wants to implement a customer service community.

The goal of the community is to enable community members to access, create, and manage cases online.

How should the consultant implement these requirements?

- \* Create a sharing rule to share the contact record with the community member.
- \* Change the org-wide default for cases and contacts internal access to private.
- \* Set up a sharing set to grant access based on the community member's contact record.
- \* Update the case assignment rule to add the community member to the predefined case team.

### QUESTION 82

Cloud Kicks (CK) has service agents based in North America and Europe respond to new leads created in Salesforce. The lead record includes the language spoken: English, French, or Spanish.

In CK's industry, the time to contact after a lead expresses interest is a critical success factor. Most service agents speak a single language and a few are multilingual.

What is the recommended feature to meet the requirements?

- \* Lead Assignment Rules
- \* Queue-Based Routing
- \* Skills-Based Routing
- \* Lightning Flow for Service

### QUESTION 83

The cost of service for Universal Containers' contact centers has steadily increased. What solution should a consultant recommend to help reduce the cost of service in the contact centers? Choose 2 answers.

- \* Enable Chatter for agent collaboration.
- \* Create auto response templates for emails.
- \* Enable Knowledge in a Service Cloud portal.
- \* Enable Ideas in a Service Cloud portal.

### QUESTION 84

Universal Containers recently deployed a Salesforce Knowledge implementation, but is looking to evaluate the quality of the articles being produced.

What should the Consultant recommend to gather information on Knowledge article usefulness?

- \* Contact Salesforce to send a report on article efficacy.
- \* Send out a monthly survey to customers requesting feedback.
- \* Install Knowledge Base Dashboards and Reports AppExchange package.
- \* Create a group of super users that will evaluate and manage articles.

### QUESTION 85

A recent review of customer satisfaction surveys revealed the support center does a poor job of upselling new products to customers. Customers report dissatisfaction when calling for troubleshooting, billing, enrollment, or similar issues and receiving a sales pitch. However, customers that have been upsold new products are two times more likely to remain a customer.

What is the recommended method to ensure upselling only occurs when customers are likely to be receptive to the offer?

- \* Validation Rules
- \* Einstein Next Best Action
- \* Service Analytics Predictions
- \* Einstein Reply Recommendations

### QUESTION 86

What statement is true about the Salesforce Knowledge article lifecycle?

- \* Approval process CANNOT allow publishing of articles that have specific validation statuses
- \* Article permission sets allow agents to participate in the article publishing process

- \* Articles CANNOT be published until they are reviewed and validated by a qualified author
- \* Knowledge uses public groups as a way to assign users to specific tasks related to articles

### QUESTION 87

Universal Containers has a service level agreement (SLA) with customers that requires an agent to take ownership of and respond to incoming cases within two hours of case creation. Which solution will help Universal Containers meet its SLA?

- \* Use case auto-response rules to send an email to support managers within one hour of case creation.
- \* Assign cases to queues and use escalation rules to escalate cases that have NOT been accepted by an agent within one hour.
- \* Create a workflow rule to send an email to support managers when a case is created and assigned to a queue.
- \* Create a workflow rule to assign a task to all members of a queue if a case has NOT been accepted by an agent within one hour.

### QUESTION 88

What is a recommended way to migrate data from an external system while ensuring that the data adheres to data quality rules established for the Salesforce org?

- \* Cleanse the data outside of Salesforce and then migrate the data.
- \* Use the Salesforce data loader to load and cleanse the data.
- \* Use the Salesforce import wizard to load and cleanse the data.
- \* Upload the data into Salesforce and then run data cleansing tools.

### QUESTION 89

Cloud Kicks uses the Service Console and work items to route cases to available agents.

Service agents need a way to see work they have accepted and incoming items. Which feature should a Service Cloud consultant recommend?

- \* Global Shared Macro
- \* Omni-Channel Utility widget
- \* Actions & Recommendations component
- \* Personalised navigation menu

### QUESTION 90

the support manager at universal containers wants to see monthly historical metrics for first call resolution by call center and agent. Which reporting should consultant recommend

- \* DynamicDahsbaord by Call Center
- \* Reporting Snapshots by call center
- \* Report Subscriptions by call center
- \* Case report grouped by call center

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