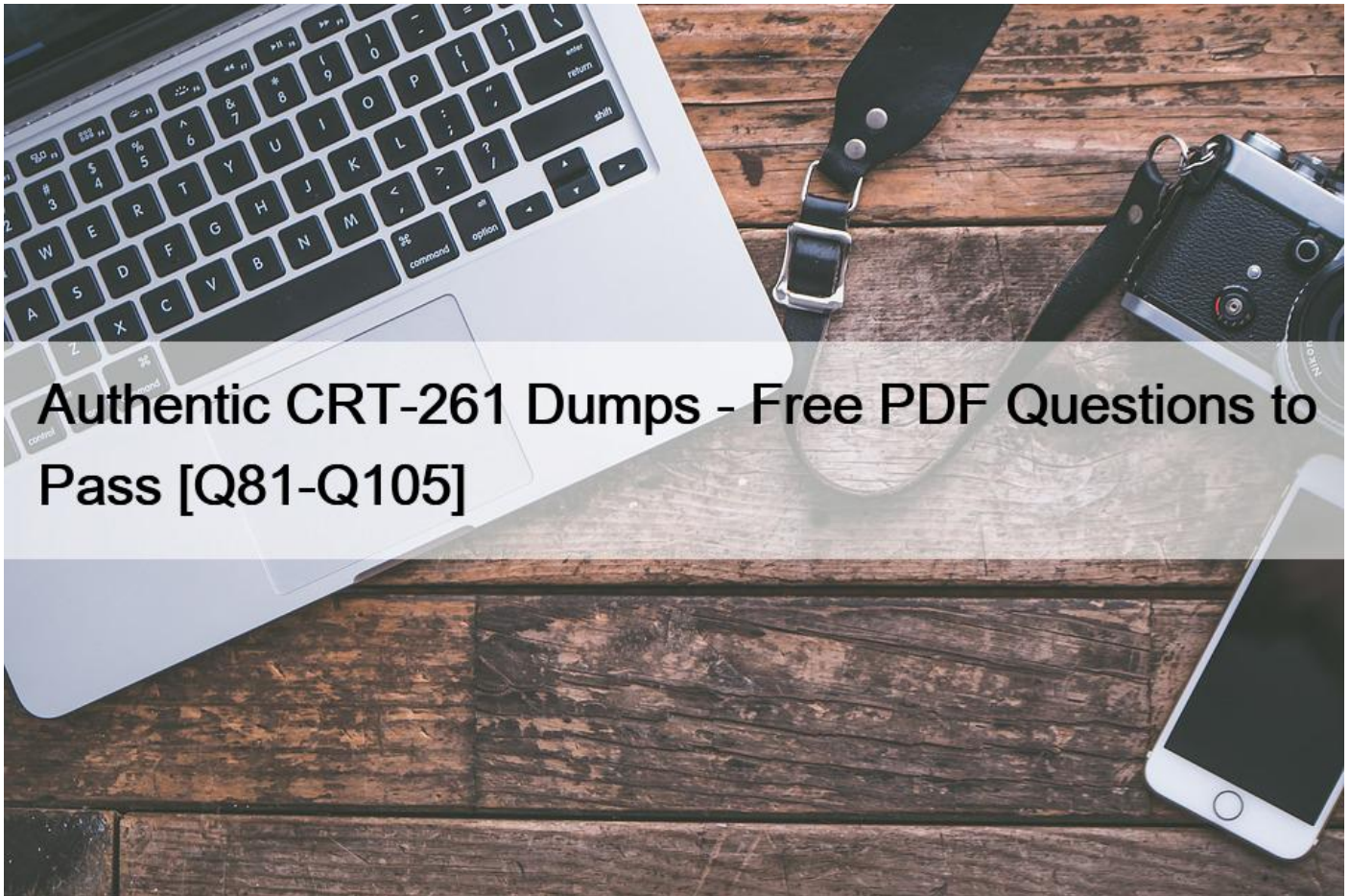


## Authentic CRT-261 Dumps - Free PDF Questions to Pass [Q81-Q105]



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Salesforce CRT-261 Certification Exam is ideal for individuals who are responsible for designing, configuring, and implementing Service Cloud solutions. Certification Preparation for Service Cloud Consultant certification exam is also suitable for individuals who work as Salesforce administrators, consultants, and developers, helping businesses to optimize their customer service operations. CRT-261 exam is intended for professionals who have practical experience in implementing Service Cloud solutions and are looking to validate their skills through a recognized certification.

**Q81.** 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.

**Q82.** Cloud Kicks (CK) provides customized support based on product line and plans to expand from voice-only support. Support agents are certified on one or more specific product lines.

CK would like to provide support through chat, social, email, video, and web and are striving for a consistent customer experience. Agents will be trained in one or two of the new support methods, in addition to voice support.

What is the recommended solution to meet the requirements?

- \* Knowledge One with Article Recommendations
- \* Experience Cloud with self-support
- \* Omni-Channel with Skills-Based Routing.
- \* Live Agent and Live Message

Explanation

Omni-Channel with Skills-Based Routing is the recommended solution to meet the requirements of Cloud Kicks (CK).

Omni-Channel is a feature that allows you to manage the distribution and prioritization of work items (such as cases, chats, leads, or orders) across different channels (such as voice, chat, social, email, video, and web) and agents. Skills-Based Routing is a type of routing model that assigns work items to agents based on their skills and skill levels. For example, an agent who is certified on a specific product line and trained in chat support can receive chat requests related to that product line. Omni-Channel with Skills-Based Routing can help CK provide support through multiple channels, ensure a consistent customer experience, and match work items with agent expertise. Verified References: Service Cloud Consultant Certification Guide & Tips, Omni-Channel Overview, Set Up Skills-Based Routing

**Q83.** Universal Containers is using the Lightning Service Console for managing cases and wants to add a softphone to enable click-to-call capability.

Which three configurations are needed for the softphone to work in Salesforce? Choose 3 answers

- \* Install an adapter from AppExchange to work with third-party CTI systems.
- \* Enable Live Agent in their community to chat with an agent.
- \* Assign the correct Salesforce users to the Call Center.
- \* Create a softphone layout and assign to user profiles.
- \* Assign the Salesforce CTI license to Salesforce users.

**Q84.** Which of the following measures customer portal adoption/effectiveness among CUSTOMERS (Choose 2)?

- \* # of articles per agent
- \* Most popular articles
- \* # of cases via email
- \* Total cases created

**Q85.** Universal Containers has determined that case list views are slow to load because of the large number of cases in the system.

Which two actions will improve the performance of the list views? Choose 2 answers

- \* Restrict visibility of the views
- \* Reduce the number of fields displayed
- \* Filter the views by case owner
- \* Remove filter criteria from the views

**Q86.** Universal Containers are developing a business continuity plan for their contact center. What should the company consider?

Choose 2 answers

- \* Recovery point objective
- \* Criteria for plan activation
- \* Open access to systems
- \* Site consolidation

**Q87.** 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

**Q88.** A Contact Center Manager is implementing a new customer care program and wants to specifically measure customer loyalty.

Which three measures satisfy this requirement? Choose 3 answers

- \* customer satisfaction Survey
- \* Customer Purchase History
- \* Customer Support Requests
- \* Net promoter Score
- \* Service Level Agreement

**Q89.** Universal Containers CFO is looking for ways to reduce contact center costs. Which customer service metric should the CFO monitor to reach the budget goals? (Choose 2)

- \* First call resolution
- \* Average handle time
- \* Upsell percentage
- \* Customer retention

**Q90.** Universal Banking needs to provide a public knowledge base on its website. The company has three product groups (Personal Banking, Mortgage, and CDs) and needs to display information and address common questions about each product area. How should Knowledge be configured? Choose 2 answers.

- \* Create three article types for each product area (Personal Banking, Mortgage, CD).
- \* Create three data categories for each product area (Personal Banking, Mortgage, CD).
- \* Create two data categories to display information (Question/Answer, Product Info).
- \* Create two article types to display information (Question/Answer, Product Info).

**Q91.** UC has created permission sets granting access to object and fields in one of its sandboxes. How should a consultant deploy this permission set to prod?

- \* Change set
- \* Manually create the Permission sets
- \* Create an Unmanaged package
- \* Publish a Managed package

Explanation

A Change Set is the deployment solution that a consultant should use to deploy permission sets granting access to objects and fields from one of its sandboxes to Production. A Change Set is a collection of metadata components that can be deployed from one Salesforce org to another. A Change Set can be used to deploy permission sets, which are sets of permissions and settings that grant users access to various tools and functions in Salesforce. Permission sets can be used to extend users' functional access without changing their profiles. Verified References: [Service Cloud Consultant Certification Guide & Tips], Change Sets Overview

**Q92.** UCs is implementing Salesforce Knowledge at its contact center. The contact center has a dedicated support team for each product that it supports. Contact center agents should only be able to view articles for the product they support.

What solution should a consultant recommend to meet this requirement?

- \* Assign team-based roles to the associated product article types
- \* Assign team-based profiles to the associated product article types
- \* Assign team-based roles to the associated product data category value
- \* Assign team-based profiles to the associated product data category value

Explanation

Assigning team-based profiles to the associated product data category value is a solution that can meet the requirement of allowing contact center agents to only view articles for the product they support. Data category values are subcategories that can be used to further refine and filter knowledge articles by topic or type. Data category visibility can be set for each user profile or permission set to control which data category values are accessible for each user. Verified References: :

[https://help.salesforce.com/s/articleView?id=sf.knowledge\\_categories\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.knowledge_categories_overview.htm&type=5) :

[https://help.salesforce.com/s/articleView?id=sf.knowledge\\_categories\\_assign.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.knowledge_categories_assign.htm&type=5)

**Q93.** What solution should a consultant recommend while designing a plan to decrease a company's cost per call? (Choose 2)

- \* Increase the Call-to-Order ratio
- \* Use integrated voice response
- \* Bypass entitlement verification
- \* Use suggested Knowledge articles

**Q94.** Universal Containers wants to display a history of all of today's changes to a case in the order that occurred on a single page view. This requirement includes comments, emails, and edit to case fields. What tool should a consultant recommend to implement this requirement?

- \* Auto launch flow
- \* Salesforce Console for Service
- \* Visualforce custom page Questions & Answers PDF Page 6
- \* Process Builder

**Q95.** A manager has noticed an increase in average case age. This is negatively impacting customer satisfaction.

The manager wants to compare the amount of time that cases have spent within each status during their lifecycle.

Which reporting solution should be recommended?

- \* Create a report using the Case Lifecycle report type.
- \* Create a report using the Case Age report type.
- \* Create a report using the Case Historical Trending report type.
- \* Create a report using the Case Snapshot report type.

## Explanation

Creating a report using the Case Snapshot report type is a reporting solution that can help the manager compare the amount of time that cases have spent within each status during their lifecycle. The Case Snapshot report type shows the case status and the number of days that the case was in each status. The Case Snapshot report type can help identify bottlenecks and inefficiencies in the case resolution process.

## Verified References:

: [https://help.salesforce.com/s/articleView?id=sf.reports\\_standard\\_report\\_types.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.reports_standard_report_types.htm&type=5)

: [https://help.salesforce.com/s/articleView?id=sf.reports\\_case\\_snapshot.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.reports_case_snapshot.htm&type=5)

**Q96.** Universal Containers has tested skills-based routing in a sandbox and is ready to deploy to production.

Which two deploy solutions should a consultant to ensure skills-based routing is operational in Production?

- \* Change Sets
- \* Mass Transfer Records
- \* Data Import Wizard
- \* Data Loader

**Q97.** 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

**Q98.** Universal containers uses social media to monitor new trends and issues that require a response by their community team. What solution should a consultant recommend to automate the creation of customer contacts and cases from universal containers social channels when negative product sentiment is expressed?

- \* Implement salesforce radians 6 with filters against the company's twitter account and assign new cases to twitter queue
- \* Configure Salesforce Twitterforce and workflow rules for negative product sentiments that automatically create a contact and a case
- \* Configure Salesforce social hub workflow for negative sentiments that automatically creates a contact and a case
- \* Integrate Service cloud with Google Analytics and use workflow rules for case and contact creation based on key values

**Q99.** What are three considerations when adding a report chart to a Console Component? Choose 3 answers

- \* The report chart is added to the Page Layout.
- \* The report is shared with a Chatter Group.
- \* The report is a Summary or Matrix report.
- \* The report contains a chart.
- \* The report has a standard Report Type.

**Q100.** As part of a new Salesforce Knowledge implementation, Universal Containers would like to migrate articles from their current database.

Which factor should a Consultant consider as part of the migration strategy?

- \* Convert any articles containing HTML into plain text before importing because HTML is NOT supported in any article field types.
- \* Verify that each article type has field level security on all fields set to read-only prior to import, in order to prevent any loss of data.
- \* Ensure that each existing article type has a corresponding Salesforce Knowledge article type that matches its structure and content.
- \* Prepare a single .csv file that can be used to migrate all articles types at once and include with a properties file in a .zip for import.

**Q101.** Cloud Kicks wants to view cases resolved on the nrst cal. Pecs nave been trainee to use Save & Close when creating a Case. An existing Closed Case repot must be modified to show frst call resolution.

What is the recommendeo report change to meet the requirements?

- \* Filter or Cosed When Created equals true
- \* Filter on Status equals Ctosea Resolved
- \* Filter where Dete/Time Opened equals Created Date
- \* Filter where Closed Date equals Created Date

**Q102.** An Inside Sales Contact Center Manager would like to assess the ROI of the Contact Center. Which three metrics should the Manager use to assess the ROI? Choose 3 answers

- \* Average queue time per agent
- \* Number of leads created
- \* Opportunities per channel
- \* Cost per call
- \* Number of sales queues

**Q103.** Universal Containers &#8216;IT policy prevents third-party software from being installed on employee computers. However, the VP of Service has asked that cases be automatically created from customer emails.

What solution should a consultant recommend?

- \* Email-to-Case
- \* web-to-Case
- \* An AppExchange package
- \* On-Demand Email-to-Case

**Q104.** What are three considerations when adding a report chart to a Console Component?

Choose 3 answers

- \* The report is shared with a Chatter Group.
- \* The report contains a chart.
- \* The report has a standard Report Type.
- \* The report is a Summary or Matrix report.
- \* The report chart is added to the Page Layout.

Explanation

These are three considerations when adding a report chart to a Console Component. The report must contain a chart that displays data in a graphical format. The report must be a Summary or Matrix report that groups data by rows and columns. The report chart must be added to the Page Layout of the object that the report is based on. Verified References: :

[https://help.salesforce.com/s/articleView?id=sf.console2\\_components\\_report\\_chart.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.console2_components_report_chart.htm&type=5) :

[https://help.salesforce.com/s/articleView?id=sf.reports\\_charts\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.reports_charts_overview.htm&type=5) :

[https://help.salesforce.com/s/articleView?id=sf.reports\\_format\\_types.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.reports_format_types.htm&type=5) :

[https://help.salesforce.com/s/articleView?id=sf.reports\\_charts\\_adding\\_layouts.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.reports_charts_adding_layouts.htm&type=5)

**Q105.** Which three are characteristics of Visual Workflow? Choose 3 answers

- \* Apex code must be used to update fields in the database.
- \* Elements can be used to pass data to legacy systems.
- \* Apex code must be used to pass data to legacy systems.
- \* Only one version of a flow can be activated at a time.
- \* Elements can be used to update fields in the database.

Salesforce CRT-261 Certification Exam is designed for individuals who want to demonstrate their expertise in the area of Service Cloud Consulting. CRT-261 exam is specifically designed for professionals who have already implemented Salesforce Service Cloud solutions and are looking to further enhance their skills and knowledge. Certification Preparation for Service Cloud Consultant certification exam provides an opportunity for consultants to validate their knowledge and expertise in designing and implementing Service Cloud solutions that meet the needs of their clients.

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