



# CRT-261<sup>Q&As</sup>

Certification Preparation for Service Cloud Consultant

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### QUESTION 1

A manager would like information on the knowledge base searches conducted by customers and call center agents. Which two metrics are useful for identifying knowledge article effectiveness? Choose 2 answers

- A. Knowledge search query with no results.
- B. Knowledge articles with the lowest rating.
- C. Number of knowledge articles in each data category.
- D. Knowledge articles created by call center agents.

Correct Answer: AB

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### QUESTION 2

Universal Containers requires that a case status be updated 48 hours after a solution to the case has been emailed to a customer. Which Salesforce feature would be used to meet this requirement?

- A. Assignment rules
- B. Validation rules
- C. Workflow rules
- D. Auto-response rules

Correct Answer: C

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### QUESTION 3

Universal Containers wants to implement Omni Channel within Service Cloud for its representatives. What is the first step required to configure Omni Channel?

- A. Enable Omni Channel in Setup.
- B. Assign Users to the Omni Channel Feature License.
- C. Assign Users to Omni Channel permissions.
- D. Contact Salesforce to have Omni Channel enabled.

Correct Answer: A

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### QUESTION 4

Universal Containers wants to deploy Live Agent as a new support channel, and wants its Support Agents to be able to respond to chats quickly. Which two features should a Consultant recommend? Choose 2 answers



- A. Configure LiveMessage
- B. Activate quick test
- C. Create quick actions
- D. Deploy Pre-Chat form

Correct Answer: BD

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#### QUESTION 5

When migrating data from an older system to a new one, what steps should be taken? Choose 2 answers.

- A. Data Cleansing
- B. Data Normalization
- C. Activate data validation rules
- D. Data mapping

Correct Answer: AD

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