



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

Certification Preparation for Service Cloud Consultant

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### QUESTION 1

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

- A. # of articles per agent
- B. Most popular articles
- C. # of cases via email
- D. Total cases created

Correct Answer: BD

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### QUESTION 2

A consultant needs to import 2,000 source articles for a Salesforce Knowledge implementation. The source articles are in HTML and contain several images. All of the articles are FAQs. Before importing the articles into Knowledge, which step should a consultant perform? (Choose 3)

- A. Create the data categories and set up the data category values.
- B. Set up a zip file that contains the CSV, HTML, and image files.
- C. Create the custom fields for the slide type
- D. Set up the article actions and assign publishers to each action
- E. Set the publication status of the article type to draft status

Correct Answer: ABD

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### QUESTION 3

Universal Banking has customer support operations in both Canada and the United States. Compliance regulations are listed below.

Agent users in Canada can only view articles pertaining to Canadian products. Agent users in the US can only view articles pertaining to US-based products.

How should article visibility be configured to enforce the compliance rules?

- A. Create geography-based roles to restrict access using data categories
- B. Create geography-based profiles to restrict access by mapping article types
- C. Create geography-based profiles to restrict access using data categories
- D. Create geography-based roles to restrict access by mapping article types

Correct Answer: A

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#### QUESTION 4

Which Service Cloud tool requires the least agent involvement to resolve a customer issue?

- A. Salesforce for Twitter
- B. Live Agent
- C. Salesforce Knowledge
- D. Open CTI

Correct Answer: C

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#### QUESTION 5

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)

- A. First call resolution
- B. Average handle time
- C. Upsell percentage
- D. Customer retention

Correct Answer: AB

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