



CRT-261^{Q&As}

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QUESTION 1

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

- A. The report chart is added to the Page Layout.
- B. The report is shared with a Chatter Group.
- C. The report is a Summary or Matrix report.
- D. The report contains a chart.
- E. The report has a standard Report Type.

Correct Answer: CD

QUESTION 2

Universal Health supports medical kits that have been distributed to thousands of hospitals. Hospitals can request future credit by providing kit usage information by patient. The regional processing teams review these requests and award coupons for approved cases. What should a consultant recommend to manage this process using Service Cloud?

- A. Enable the self-service portal to generate logins for the hospital staff by region.
- B. Use Web-to-Lead to capture the credit requests and assign them to regional teams using workflow rules.
- C. Design a custom object to track credit requests and route them regionally using assignment rules
- D. Use cases to track the credit requests and route them to regional teams using assignment rules

Correct Answer: D

QUESTION 3

Universal Containers has basic field service requirements and has not yet deployed the Service Cloud. The company would like to automatically create a field service dispatch record and assign it to a queue when specific case criteria are selected by an agent working the case. Which solution will create and route the field service dispatch record when the case is saved?

- A. Use a workflow rule with an action
- B. Use a validation rule
- C. Use a case assignment rule
- D. Use an Apex trigger

Correct Answer: A



QUESTION 4

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

- A. Average queue time per agent
- B. Number of leads created
- C. Opportunities per channel
- D. Cost per call
- E. Number of sales queues

Correct Answer: BCD

QUESTION 5

Universal Containers is setting up a field service dispatch contact center. Which functionality should be considered when designing the contact center? (Choose 2)

- A. Chatter groups for customer
- B. Mobile access to case information
- C. Visibility into service entitlements
- D. Predictive dialer for outbound calls

Correct Answer: BC

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