



CRT-261^{Q&As}

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QUESTION 1

Universal Containers is implementing an entitlement process to measure customer service level agreements (SLAs). Which two approaches can be used to accomplish this goal? Choose 2 answers

- A. Representing metrics such as first-response and resolution time on cases
- B. Monitoring the case escalation rule queue to confirm service levels are met
- C. Identifying the customer contact associated with a particular stage of a service contract
- D. Displaying whether a case response complies with a customer's service level agreement

Correct Answer: AD

QUESTION 2

Universal Health Service is setting up Knowledge in its contact center for agents so they can research articles while taking calls. The company needs to migrate the existing knowledge base of documents and images into Salesforce. Which step will be required for the implementation? Choose 3 answers

- A. Create multiple CSV files, one for each article type
- B. Create HTML files referencing image to be uploaded
- C. Match each new article to an existing article type
- D. Create a single CSV file, including all article types
- E. Load all articles with the Apex data loader tool

Correct Answer: ABC

QUESTION 3

Customer support agents want the ability to view customer related information along with case information on all cases except product related cases. For product related cases, the agents want to view product information alongside case information.

How should the console be configured to satisfy this requirement?

- A. Configure both customer information and product related information under console components in the case page layout. Hide the product related information if the cases are NOT product related.
- B. Train users to scroll through the case page layout to look for product related information or customer-related information based on case type
- C. Create separate record types and page layouts for product - related and other cases and configure console components to show customer - or product related information. Assign record type based on case type



D. Configure two consoles for agents: one for product related cases and for other cases. Allow agents to choose the console based on case type.

Correct Answer: C

QUESTION 4

Which configuration item must be created when implementing Lightning Knowledge?

- A. Record Types
- B. File Types
- C. Attachment Types
- D. Article Types

Correct Answer: A

QUESTION 5

Universal Containers is bringing a new division under their existing Customer Service Contact Center. This will involve servicing several thousand new customers. Which method should a consultant recommend for importing this data into universal containers service cloud instance

- A. Bulk Data Transfer API
- B. Java Language Specific Toolkit
- C. Data Integration via SOAP API
- D. Cloud-to-Cloud Integration Toolkit

Correct Answer: A

QUESTION 6

Universal Containers needs to ensure it is staffing enough agents to answer calls at times of peak volume.

In addition, the company needs to report on the metric listed below.

Average handle time (AHT)

Adherence to service level agreements (SLAs)

Which data source would Universal Containers need in order to gather this information? Choose 3

answers

- A. Automatic Call Distributor (ACD)



- B. Entitlements
- C. Workflow Management (WFM)
- D. Chat log history
- E. Interactive Voice Response (IVR)

Correct Answer: AC

QUESTION 7

A company would like to implement a solution that would hold service reps accountable to customer Service Level Agreements. Which two steps should be completed to meet this request? Choose 2 answers

- A. Enable Work Orders.
- B. Create an Entitlement Process.
- C. Set up Milestones.
- D. Configure Service Contracts.

Correct Answer: BC

QUESTION 8

Which capabilities of the console can the company use to help improve its contact center performance? (Choose 2)

- A. Allows Chatter Messenger to be used between agents
- B. Displays records and their related items as tabs on one screen
- C. Is available for users in the partner portal
- D. Indicates when records and lists are changed by others

Correct Answer: AB

QUESTION 9

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?

- A. Configure Case Assignment Rules



- B. Configure Omni-Channel with Most Available Routing
- C. Configure Live Agent Skills-based Routing
- D. Configure Omni-Channel with Least Active Routing

Correct Answer: B

QUESTION 10

Case escalation rules triggered on the last modification will be reset each time a user does which of the following actions?

- A. Reads the case
- B. Adds a related comment to the case
- C. Adds an activity or sends an email from the case record
- D. Edits the case
- E. All of the above

Correct Answer: D

QUESTION 11

Open CTI allows Advanced Administrators and Developers to embed call controls in an HTML area that can be placed within Salesforce to control the telephony system. What are the two common places to embed these call controls? Choose 2 answers.

- A. On the left sidebar of Salesforce Classic
- B. On a new tab in the agent's browser
- C. On the footer of the Lightning Console
- D. On the Highlights Panel of a Primary tab

Correct Answer: AC

QUESTION 12

Universal Containers wants to shorten the average call time in its contact centers by prompting the customers to enter customer number and identify their order and product information when they call for support. After providing this information, the customer should then have the option to speak a support agent if they still need help. Which system will help Universal Containers meet this requirement?

- A. Computer Telephony Integration
- B. Interactive Voice Response



- C. Automatic Call Distribution
- D. Order Management System

Correct Answer: B

QUESTION 13

A Service Consultant has been asked to design a solution for Service Reps to communicate with customers via Twitter. What should the Consultant recommend implementing in the Lightning Service Console?

- A. The Social Feed
- B. A Twitter Macro
- C. The Case Feed
- D. A Custom Component

Correct Answer: C

QUESTION 14

Which document should be created to support the initial planning phase of an implementation project? (Choose 2)

- A. Requirements traceability matrix
- B. Solution design document
- C. Project milestones
- D. Project kickoff presentation

Correct Answer: CD

QUESTION 15

Universal Containers plans to migrate data into SFDC from a legacy system. Which step should be taken before performing the migration of the data (Choose 2)?

- A. Normalize database
- B. Perform data cleaning
- C. Enable data validation rules
- D. Develop data map

Correct Answer: BD



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