

Salesforce.CRT-261.v2021-12-14.q88

Exam Code:	CRT-261
Exam Name:	Certification Preparation for Service Cloud Consultant
Certification Provider:	Salesforce
Free Question Number:	88
Version:	v2021-12-14
# of views:	3188
# of Questions views:	880
https://www.freepdfdumps.com/Salesforce.CRT-261.v2021-12-14.q88.html	

NEW QUESTION: 1

Customer Support Agents are frustrated with how they interact with their current case management solution and have asked for a more streamlined way to manage and view cases.

Which solution will improve productivity and allow the Agents to quickly create and view notes, log calls, update cases, and communicate with customers?

- A. Configure Case Feed page layouts
- B. Configure the Case highlights panel
- C. Create Salesforce Classic Quick Action
- D. Add a Visualforce page to the Case layout

Answer: A (LEAVE A REPLY)

NEW QUESTION: 2

A support agent has a detailed question about product functionality. The agent needs to access a real-time response from internal subject matter experts. Which feature will help the support agent send this question to the right group of people?

- A. Mass Email
- B. Public Groups
- C. Chatter Groups
- D. Escalation Rules

Answer: C (LEAVE A REPLY)

NEW QUESTION: 3

To manage the publishing lifecycle for articles in Salesforce Knowledge, the contact center director wants to provide article with various publishing capabilities. What configuration should be recommended to meet this objective?

- A. Assign article managers to public groups and specific publication states to each group.

- B. Assign article managers to public groups and specific article actions to each group.
- C. Assign article managers to publication teams and specific article actions to each team.
- D. Assign article managers to publication teams and specific publication states to each team.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 4

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 5

UC's service center needs to provide support for a new product line. The product manager would like to be notified whenever a customer reports a new defect. Which solution should a consultant recommend to meet this requirement?

(choose 1 answer)

- A. Use an assignment rule to assign new cases to the product manager
- B. Use an escalation rule to move cases into the product manager queue
- C. Use Chatter case feed and case teams to monitor cases
- D. Use a workflow rule to send an email to the product manager

Answer: D (LEAVE A REPLY)

NEW QUESTION: 6

Universal Containers runs a support operation with multiple call centers. The Support Manager wants to measure first-call resolution by call center location, agent, and calendar month.

Which reporting solution should the Consultant recommend?

- A. Create a joined report that includes fields for call center location, agent, calendar month, and first-call resolution.
- B. Create a reporting snapshot that includes fields for call center location, agent, calendar month, and first-call resolution.
- C. Create a matrix report that includes fields for call center location, agent, calendar month, and first-call resolution.
- D. Create a list view report that includes fields for call center location, agent, calendar month, and first-call resolution.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 7

What are some uses of www.trust.salesforce.com in business continuity planning?

(Choose 3)

- A. To provide live and historical data on system performance
- B. To provide best practices for continuity plans
- C. To provide live support for system and data backup
- D. To provide online security threat information
- E. To provide information planning planned maintenance

Answer: A,D,E ([LEAVE A REPLY](#))

NEW QUESTION: 8

Universal Containers recently rolled out a Salesforce Knowledge implementation; however, users are finding unreliable and unrelated Knowledge Articles displayed in the Knowledge One widget in the Salesforce Console.

Which two actions should a Consultant recommend to address the lack of quality checking?

Choose 2 answers

- A. Enable and configure wildcards for article searches
- B. Require that an article be added when closing a case
- C. Restrict the Manage Articles user permission
- D. Set up an intuitive Data Category hierarchy

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 9

Universal Containers is implementing the Salesforce Service Cloud in its contact center and has requirements listed below.

- * 2,000 agents are implemented globally 24/7 operations
- * Open case data will be migrated from a legacy system
- * New cases will be created in one system only

Which deployment method should be recommended?

- A. Deploy in phases using countries as pilots
- B. Migrate agents to Force.com Connect Offline during deployment
- C. Deploy based on the number of trainers available
- D. Migrate case data and deploy to all users at office

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 10

Universal Containers needs to customize Salesforce to improve its Support Agents' experience so they can work more efficiently.

Which two features requires Service Cloud?

- A. Utility Bar
- B. Unique page layouts for each Case Record Type
- C. Open multiple case records as tabs and sub tabs
- D. Access to Knowledge Articles

Answer: B,D ([LEAVE A REPLY](#))

NEW QUESTION: 11

Which support channel requires the smallest amount of agent work time?

- A. Web to case
- B. Web self service
- C. Chat
- D. Email to case

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 12

Universal Telco sells and supports a line of smart phones. The company offers support via phone, email-to-case, web-to-case, and a customer portal. The call center manager is incented to drive support through customer self-service. Which report should be included on the manager's dashboard? Choose 3 answers

- A. Escalated Calls
- B. Average Call Handle Time
- C. Number of Portal Logins per Day
- D. Knowledge Article Usage
- E. Cases by Support Channels

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 13

The cost of service for Universal Containers contact centers has steadily increased. What solution should a consultant recommend to help reduce the cost of service? (Choose 2)

- A. Enable Chatter for agent collaboration
- B. Enable Ideas in a customer portal
- C. Enable Live Agent to handle incoming service inquiries
- D. Create auto-response templates for incoming emails

Answer: A,C ([LEAVE A REPLY](#))

NEW QUESTION: 14

Which feature should a Consultant configure to allow global Service Reps to call customers from within the Lightning Service Console?

- A. Local Presence

- B. Lightning Dialer
- C. Open CTI
- D. Macros

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 15

Universal Containers provides Customer Support for two separate business operations. The cases managed for each operation have different steps and fields.

Which three features could be implemented to support this? Choose 3 answers

- A. Article Types
- B. Page Layouts
- C. Record Types
- D. Omni-Channel
- E. Support Processes

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 16

The lifecycle of a Knowledge article consists of five stages.

In which order does an article proceed through these stages?

- A. Create, feedback, publish, approve, consume
- B. Create, consume, feedback, approve, publish
- C. Create, approve, publish, consume, feedback
- D. Create, publish, feedback, approve, consume

Answer: **C** ([LEAVE A REPLY](#))

Valid CRT-261 Dumps shared by Actual4test.com for Helping Passing CRT-261 Exam!

Actual4test.com now offer the **newest CRT-261 exam dumps**, the Actual4test.com

CRT-261 exam **questions have been updated** and **answers have been corrected**

get the **newest** Actual4test.com CRT-261 dumps with Test Engine here:

https://www.actual4test.com/CRT-261_examcollection.html (198 Q&As Dumps,

30%OFF Special Discount: Freepdfdumps)

NEW QUESTION: 17

Which contact center type is most likely to implement Information Technology Infrastructure Library (ITIL) to align with industry best practices?

- A. Telesales center
- B. Information Technology (IT) help desk
- C. Telemarketing center
- D. Human Resources (HR) help desk

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 18

Universal Containers wants to assign support agents to handle only specific interaction channels based on one of the following channel groupings a) Phone b) Phone and email c) Social media (facebook and twitter). What should a consultant recommend to accomplish this?

- A. Create an agent profile for each channel grouping.
- B. Create an agent role for each channel grouping.
- C. Create a unique case page layout for each channel grouping.
- D. Create a service cloud console to support all channel groupings.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 19

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

Answer: B,D,E ([LEAVE A REPLY](#))

NEW QUESTION: 20

Universal Containers knows it will be adding new Cases at a rate of 4-6 million per year and wants to maintain performance over time. Which two recommended techniques should be utilized? Choose 2 answers

- A. Create a data retention plan that archives or purges Cases at regular intervals.
- B. Write an Apex trigger that deletes one case each time a new case is created.
- C. Optimize queries to reduce the scope of Cases included with each search.
- D. Ask contact center managers to review data each quarter to possibly delete.

Answer: A,C ([LEAVE A REPLY](#))

NEW QUESTION: 21

Universal Containers wants to ensure the contracted service level requirements for its clients are being met. What should be configured to meet this requirement?

- A. Entitlement processes, milestones, milestone actions, and entitlements
- B. Entitlement processes, contracts, contract line items, and entitlements
- C. Entitlement processes, contract line items, milestones, and entitlements

D. Entitlement processes, contracts, milestones, and milestone actions

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 22

From any queue list view, users can take ownership of one or more cases if: (Choose 3 answers)

A. They are higher in the Role Hierarchy than a Queue Member

B. If the OWD for sharing cases is Public Read/Write/Transfer

C. They are members of that Queue

D. All of the above

E. They have a Contact Manager Profile

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 23

The support manager at universal containers has noticed an increase in average case age, which is negatively impacting customer satisfaction. To research the situation, the support manager wants to know the amount of time that cases have spent within each status during their lifecycle.

Which reporting solution should a consultant recommend?

A. Create a report using the Case snapshot report type

B. Create a report using the Case historical trending report type

C. Create a report using the Case Lifecycle report type

D. Create a report using the Case age report type

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 24

Universal Containers' agents often need to access the same cases, contacts, and orders multiple times per day. What should a consultant recommend to meet this requirement?

A. Embed a "Recent Items" Visualforce component into the Salesforce Console for Service.

B. Enable the "History" component within the Salesforce Console for Service.

C. Create a custom list view for cases, contacts, and orders and pin them to the side bar.

D. Enable the "Access Recent Items" user permission on the user profiles.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 25

The manager of a large credit card contact center needs to understand how many customers call daily to check their balance without speaking with an agent. Which system would be used to generate the report?

A. Interactive Voice Response

B. Time and Attendance

- C. Automatic Call Distributor
- D. Private Branch Exchange

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 26

Universal Containers wants to create a process to verify that customers are eligible for support before a case is created. A consultant recommends using entitlement management to meet this requirement. Which benefit would be realized by using the entitlement management feature? Choose 2 answers.

- A. Ability to specify unique service levels for each customer
- B. Ability to enforce service levels with the time-dependent processes
- C. Ability to determine if a customer has escalated a case in the past
- D. Ability to prompt callers for the service contract number within IVR menus

Answer: A,D ([LEAVE A REPLY](#))

NEW QUESTION: 27

Field engineers often need to access current inventory levels of products the customer has purchased while at customer sites.

Which solution should a Consultant recommend to meet this requirement?

- A. Integrate with an enterprise resource planning system.
- B. Configure Visual Flows on Salesforce mobile.
- C. Develop and publish a knowledge management system
- D. Implement Field Service Lightning.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 28

UC must provide contact center agents with access to a customer's payment history if the call concerns a billing problem. The following considerations need to be taken into account: Billing problems account for less than 5% of the calls. Billing data is stored in an external system containing over 20 million records. Agents do not want to maintain separate login sessions for Salesforce and the billing system. What solution should a consultant recommend?

- A. Create a custom tab of type URL that displays a search page from the billing system
- B. Create a Visualforce page that retrieves payment information via a Web Service call-out
- C. Import payment data into Salesforce and add to the contact page layout related list
- D. Create a custom web service to handle invoice inserts and updates from the billing system

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 29

When designing a Case management solution to increase agent productivity, which Service Cloud features should you consider first? Choose 2 answers.

- A. Case queues
- B. Case dashboards
- C. Case assignment rules
- D. Case custom reports

Answer: (SHOW ANSWER)

NEW QUESTION: 30

A contact center agent wants to leverage subject matter experts (SMEs) on Chatter to resolve a complex issue for a customer. What is the recommended solution to increase the involvement of SMEs and track the case to completion in Chatter?

- A. Follow the SMEs to receive automatic updates when they add case comments
- B. Bookmark all the comments related to the issue from SMEs
- C. Use hashtag (#) to track the customer case and SMEs comments
- D. @mention the SMEs on the case Chatter feed and follow the case

Answer: D (LEAVE A REPLY)

NEW QUESTION: 31

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

Answer: D (LEAVE A REPLY)

Valid CRT-261 Dumps shared by Actual4test.com for Helping Passing CRT-261 Exam!

Actual4test.com now offer the **newest CRT-261 exam dumps**, the Actual4test.com CRT-261 exam **questions have been updated** and **answers have been corrected** get the **newest** Actual4test.com CRT-261 dumps with Test Engine here:

https://www.actual4test.com/CRT-261_examcollection.html (198 Q&As Dumps,

30%OFF Special Discount: Freepdfdumps)

NEW QUESTION: 32

Which task should be included in a business continuity plan for a contact center? Choose 3 answers.

- A. Monitor service level agreements (SLAs) and notify customers.
- B. Disable the Interactive Voice Response (IVR) system.
- C. Route cases to agents in an alternate center.
- D. Update the case status field values.
- E. Deliver training on case handling for contingent staff.

Answer: A,C,E (LEAVE A REPLY)

NEW QUESTION: 33

A contact center manager wants to measure the impact of a new customer care program. What can be used to measure an increase in customer satisfaction? Choose 2 answers.

- A. Average handle time
- B. First call resolution
- C. Service level agreement
- D. Customer satisfaction survey

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 34

A customer has a detailed question about product functionality. The customer would like access to expert customer subject-matter experts, and real-time access to company IT support experts. Which features will best help the customer? Choose 2 answers.

- A. Mass email
- B. Communities
- C. Public groups
- D. Salesforce Chat

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 35

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

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

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 36

Support agents need to verify that customers are eligible to receive customer support before they can update the Which two objects are used to verify that a customer is entitled to receive support? Choose 2 answers

- A. Products
- B. Service contracts
- C. Case history
- D. Contacts

Answer: B,D ([LEAVE A REPLY](#))

NEW QUESTION: 37

Universal Containers is changing their case management system to Salesforce. All active accounts, contacts, open cases, and closed cases for the past five years must be migrated to Salesforce for go-live.

Which approach should the Consultant use for data migration?

- A. Plan, Prepare, Validate, Execute, Test
- B. Prepare, Plan, Test, Execute, Validate
- C. Plan, Prepare, Test, Execute, Validate
- D. Prepare, Plan, Validate, Execute, Test

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 38

UC has a three-tiered contact center. Cases are routed to Tier 1 or Tier 2 based on severity, priority, complexity, or SLAs. Cases are assigned to Tier 3 only if they are escalated by Tier 1 and Tier 2. How can UC measure case escalation?

- A. Create a case report to show all cases across tiers filtered by an escalation flag.
- B. Create a custom trigger to generate history when cases get escalated between tiers.
- C. Create an approval process to ensure only the appropriate cases get escalated.
- D. Create a case report to show the number of cases for each tier and sort them by case owner.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 39

What process is a use case for Visual workflow? Choose 3 answers

- A. Cross-self promotions for representatives
- B. Assignment of email to a case queue based on subject
- C. Caller verification and creation of a new case
- D. Field validation during case creation
- E. Decision-based troubleshooting for representatives

Answer: C,D,E ([LEAVE A REPLY](#))

NEW QUESTION: 40

Which system would a contact center integrate with in order to provide field service agents with information needed to provide service at customer sites?

- A. Enterprise Resource Planning (ERP)

- B. Order Fulfillment
- C. Marketing
- D. Telephony

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 41

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

Answer: C,D ([LEAVE A REPLY](#))

NEW QUESTION: 42

Which case submission process leverages Apex email services?

- A. Email-to-Case
- B. On-demand Email-to-Case
- C. Case submitted using chat
- D. Web-to-Case

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 43

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 44

What is the capability of case feed?

- A. Enable call control using the CTI case feed publisher.
- B. Embed case feed functionality within a visual force page.
- C. Switch from case feed to standard detail pages using a console component
- D. Add custom visual force pages to the case feed page layout.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 45

The Universal Containers support center management team would like to leverage Salesforce functionality to improve collaboration on cases. What should a consultant recommend to meet this requirement? (Choose 2)

- A. Enable the Service Cloud Console and Knowledge sidebar for agents.
- B. Enable and use Chatter feed tracking on the case object.
- C. Create escalation rules to re-assign cases after SLAs have expired.
- D. Create case teams and introduce swarming to resolve cases.

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 46

A company is planning for the migration of an existing knowledge base into Salesforce Knowledge. Which set of factors should be considered in selecting which articles to migrate?

- A. Original creation date and total number of article views
- B. Original creation date and average rating of articles
- C. Last modified date and number of recent article views
- D. Last modified date and frequent search terms

Answer: (SHOW ANSWER)

Valid CRT-261 Dumps shared by Actual4test.com for Helping Passing CRT-261 Exam! Actual4test.com now offer the **newest CRT-261 exam dumps**, the Actual4test.com CRT-261 exam **questions have been updated** and **answers have been corrected** get the **newest** Actual4test.com CRT-261 dumps with Test Engine here: https://www.actual4test.com/CRT-261_examcollection.html (198 Q&As Dumps, **30%OFF Special Discount: Freepdfdumps**)

NEW QUESTION: 47

UC is concerned with system performance in its contact center because the number of records has exceeded 40 million. What platform functionality might be affected by the number of contact records?

- A. Contact report run time
- B. Contact view page load time
- C. Contact list view edit time
- D. Contact related list load time

Answer: A (LEAVE A REPLY)

NEW QUESTION: 48

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

Which measure can satisfy this requirement?

- A. Customer Satisfaction
- B. Net Promoter Score
- C. Service-Level Measure
- D. Customer Engagement Score

Answer: B (LEAVE A REPLY)

NEW QUESTION: 49

Which two capabilities of Salesforce Knowledge ensure accurate content in Articles?

Choose 2 answers

- A. Data Category to assign an Article Type to a Reviewer
- B. Knowledge Action to Publish an Article once the Article is approved
- C. Approval Process that assigns an Article to a Reviewer Queue
- D. Validation Rules for Article Types to verify all fields during creation

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 50

Universal Containers assigns its contact center agents to certain interaction channels and would like to optimize the agents' desktop based on their assigned interaction channels.

What is the best solution?

- A. Create a Salesforce Console for Service layout and allow the agents to drag and drop the components they need.
- B. Create multiple Salesforce Console for Service applications and configure them based on user's requirements.
- C. Create case page layouts for each interaction channel and assign them to different agent profiles.
- D. Create multiple agent console applications and configure the layout based on the user's requirements.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 51

Universal Containers requires that users have the ability to view specific cases, as determined by the product type field on the case. An email should be sent to the users when a case to which they have access is created or closed. What should a consultant recommend to meet these requirements? (Choose 2)

- A. Case teams
- B. Escalation rules
- C. Workflow rules
- D. Auto-response rules

Answer: A,C ([LEAVE A REPLY](#))

NEW QUESTION: 52

A team of publishers has created and published articles in Salesforce Knowledge. The manager of the help desk wants to verify that the articles are useful to agents. Which reports can the help desk manager use to determine the quality of the articles? (Choose 2)

- A. Report on agent feedback on articles
- B. Report on the articles attached in cases.
- C. Report on agent ratings on articles
- D. Report on articles followed in Chatter.

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 53

Due to a recent product recall, Universal Containers has experienced a 50% increase in daily calls to the Contact Center. The Contact Center has increased support to 24x7 with agents working 12-hour shifts. The VP of Service is concerned about the ability to sustain the increased hours and added cost to support the higher call volume.

Which recommendation should the Consultant make in anticipation of higher call volume?

- A. Set up telephony integration using a CTI adapter for quicker agent access when customers call in, reducing average handle time.
- B. Set up a private Knowledge Base to provide FAQs to customers affected by the recall to defect call.
- C. Set up a customer survey for customers calling in to identify the severity and impact of the recall.
- D. Set up IVR with an automated response for customers affected by the recall to defect calls.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 54

Universal Containers has activated Email-to-Case functionality to allow customers to correspond with support agents via email. Which options are available with Email-to-Case? (Choose 2)

- A. Follow-up emails and attachments related to a case are attached to the case
- B. Follow-up emails related to a case will update the case comments
- C. Only one inbound email address can be used for Email-to-Case
- D. Assignment, escalation, and workflow rules are processed on inbound emails

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 55

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 56

Which application will allow a client to enable Ideas on a public website?

- A. Partner portal
- B. Customer portal
- C. Sites
- D. Self-service portal

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 57

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 58

Universal Containers wants to display a list of open cases, data from an external system, and knowledge articles in one view in Salesforce. What should a consultant recommend to meet this requirement?

- A. Configure the Salesforce Console for Service, add Visualforce components, and activate the Knowledge sidebar.
- B. Create a custom Visualforce page to display case list view, external system, and knowledge articles

- C. Configure the agent console and display the articles, case view, and external system custom object
- D. Configure the Salesforce Console for Service, integrate the external system, and enable Knowledge

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 59

A Knowledge administrator has created an article for a promotion that starts at the beginning of the following month. How would the administrator ensure the article is available on the first of the month?

- A. Set the article publish date to automatically display the article on the start date.
- B. Create a task related to the article with a reminder set for the article start date.
- C. Create a workflow rule to update the article status to Published on the article start date.
- D. Send an email reminder to update the article status to Published on the start date.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 60

What statement is true about the Salesforce Knowledge article lifecycle?

- A. Approval process CANNOT allow publishing of articles that have specific validation statuses
- B. Article permission sets allow agents to participate in the article publishing process
- C. Knowledge uses public groups as a way to assign users to specific tasks related to articles
- D. Articles CANNOT be published until they are reviewed and validated by a qualified author

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 61

Auto Response rules work on which objects?

- A. Leads and Cases
- B. Accounts and Cases
- C. Leads and accounts
- D. Accounts and Opportunity

Answer: ([SHOW ANSWER](#))

Valid CRT-261 Dumps shared by Actual4test.com for Helping Passing CRT-261 Exam! Actual4test.com now offer the **newest CRT-261 exam dumps**, the Actual4test.com CRT-261 exam **questions have been updated** and **answers have been corrected** get the **newest** Actual4test.com CRT-261 dumps with Test Engine here:

NEW QUESTION: 62

Universal Containers analyzes key performance indicators (KPIs) and discovers that customer satisfaction is decreasing. The company attributes the decrease in customer satisfaction to a low first-call resolution rate. What can be done to improve the first call resolution rate? Choose 2 answers.

- A. Reduce the cost per call
- B. Align agent performance goals with KPIs
- C. Train support agents
- D. Hire additional support agents

Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 63

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

Answer: (SHOW ANSWER)

NEW QUESTION: 64

A company has these requirements for dealing with Cases:

- Handled efficiently and by the right agents
 - Distributing the load so that agents do NOT have to manually select the next Case to work
- Which two Omni-Channel features will assist in this routing and distribution? Choose 2 answers

- A. Route to agents with the most cases closed for that topic.
- B. Route to agents staffing the assigned overflow queues.
- C. Route to agents with the most capacity to take on new work.
- D. Route to agents with the least amount of active assigned work.

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 65

Universal Containers wants articles to be suggested to agents based on information they are typing into the case.

Which solution should a consultant recommend?

- A. Create a Visualforce page called Knowledge sidebar on the case page layout.

B. Implement a Salesforce Console for Service and enable the Knowledge sidebar on the case page layout.

C. Enable the Knowledge sidebar related list on the case page layout.

D. Enable the Knowledge sidebar setting in the case support settings.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 66

Which feature of Salesforce Knowledge can be leveraged to create a customer-facing product information website? Choose 2 answers.

A. Publish articles to the Web using Salesforce Publisher.

B. Display articles in Salesforce Answers.

C. Display articles in a public knowledge base.

D. Display articles with HTML, images, and links.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 67

The Contact Center at Universal Containers wants to increase its profit margins by promoting call deflection within Service Cloud.

Which two solutions should a Consultant recommend? Choose 2 answers

A. Customer Community

B. Knowledge Base

C. Automatic Call Distribution

D. Service Cloud Console

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 68

Universal Containers is experiencing system timeouts when running case reports. What should a consultant recommend to improve the performance of the reports? Choose 2 answers.

A. Remove unnecessary columns from the reports.

B. Remove date boundaries from filter criteria.

C. Remove dashboards based on long-running reports.

D. Remove formula fields from filter criteria.

Answer: **D** ([LEAVE A REPLY](#))

NEW QUESTION: 69

What is a benefit of a quality monitoring system? Choose 2 answers

A. Enforce a consistent standard of service for customer interaction

B. Teach new agents how to handle difficult situations

C. Lower the average speed of answer (ASA)

D. Capture inappropriate word usage and generate reports

Answer: A,D ([LEAVE A REPLY](#))

NEW QUESTION: 70

Universal Containers is implementing Salesforce Knowledge and immediately wants to begin building a repository of frequently asked questions (FAQ) encountered by contact center agents. How can this be accomplished?

- A.** Define a data category called FAQ and assign category visibility to users in the contact center role.
- B.** Create an FAQ article type and configure the enable suggested articles option in support settings.
- C.** Enable ideas for contact center agents and have them submit FAQ articles at the time a case is closed.
- D.** Create an FAQ article type and enable the submit articles feature on the case close page layout.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 71

Universal Containers' contact center manager needs to measure the following metrics:

- * Agent productivity
- * Customer satisfaction

Which report should a consultant recommend? (Choose 2)

- A.** Escalation rate
- B.** Average speed to answer
- C.** Average handle time
- D.** First contact resolution

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 72

What are benefits of deploying Knowledge in a high volume Service Cloud portal? (Choose 2)

- A.** Replaces the need for an email channel
- B.** Reduces incoming call volume
- C.** Eliminates tracking of customer entitlements
- D.** Uncovers gaps in the knowledge base

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 73

Universal Container wants to measure the efficiency of its Contact Center.

Which three metrics should the contact center manager analyze?

- A.** Average Number of days to close cases
- B.** Number of new customers added

- C. Number of open cases per day
- D. Number of Closed cases on first call
- E. Number of cases escalated

Answer: A,C,E ([LEAVE A REPLY](#))

NEW QUESTION: 74

Universal Containers wants to maintain Service Level Agreements on its customer cases. Customers are provided different service levels based on their Services agreement. The VP of Customer Service wants to use Service Cloud to track and ensure senior management is alerted when cases have NOT completed certain stages. Which Service Cloud feature should the Consultant recommend to address this requirement?

- A. Salesforce Console
- B. Case Assignment
- C. Entitlements and Milestones
- D. Case Escalation

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 75

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.

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

Answer: C,D ([LEAVE A REPLY](#))

NEW QUESTION: 76

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

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

Answer: A,D ([LEAVE A REPLY](#))

Valid CRT-261 Dumps shared by Actual4test.com for Helping Passing CRT-261 Exam! Actual4test.com now offer the **newest CRT-261 exam dumps**, the Actual4test.com CRT-261 exam **questions have been updated** and **answers have been corrected** get the **newest** Actual4test.com CRT-261 dumps with Test Engine here:
https://www.actual4test.com/CRT-261_examcollection.html (198 Q&As Dumps, **30%OFF Special Discount: Freepdfdumps**)

NEW QUESTION: 77

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

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

Answer: (SHOW ANSWER)

NEW QUESTION: 78

A client's Support Call Center has seen an increase in call volume on a new product line. The agents are having problems resolving issues and have been escalating to Tier 2 for support.

Which action should be taken to reduce the call volumes and escalations?

- A. Configure Omni-channel to assign cases directly to Tier 2.
- B. Create a dashboard to track and manage call volumes by type.
- C. Create Knowledge Articles and publish internally and publicly.
- D. Configure IVR routing to bypass Tier 1 for the product line.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 79

A contact center manager needs to restrict who can create a FAQ Article Type within Knowledge.

What should a consultant recommend to accomplish this requirement? (Choose 2)

- A. Set the organization-wide default to private and create sharing rules for the FAQ article type
- B. Create a publisher profile that includes create access on the FAQ article type.
- C. Hide the Article Management tab for users who should have read-only access to articles.
- D. Enable the Manage Articles permission for the publisher profile and assign it to users

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 80

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

Answer: A,B,C (LEAVE A REPLY)

NEW QUESTION: 81

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

- A. Restrict visibility of the views
- B. Reduce the number of fields displayed
- C. Filter the views by case owner
- D. Remove filter criteria from the views

Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 82

Universal Containers has recently set up an email-to-case channel for customers to submit case. However, they are having trouble tracking and relating email responses to the related Salesforce case.

What should a Consultant recommend to address this issue?

- A. Assign a user to manually manage incoming email
- B. Convert to an On-Demand Email-to-Case setup
- C. Use Omni-Channel to automatically route inbound email
- D. Insert a reference Thread ID in the email subject template

Answer: D (LEAVE A REPLY)

NEW QUESTION: 83

Which method can be used to route social media inquiries with Salesforce using Salesforce for Twitter and Facebook?

- A. Enable social profile and add workflow rules to the contact object
- B. Use the routing queues provided with Salesforce for Twitter and Facebook
- C. Use Twitter-to-Case and add workflow rules to the case object
- D. Enable social profile and add assignment rules to the case object

Answer: D (LEAVE A REPLY)

NEW QUESTION: 84

Universal Containers recently deployed a Salesforce Knowledge implementation, but is looking to evaluate the quality of the articles being produced.

What should the Consultant recommend to gather information on Knowledge article usefulness?

- A. Send out a monthly survey to customers requesting feedback.
- B. Install Knowledge Base Dashboards and Reports AppExchange package.
- C. Create a group of super users that will evaluate and manage articles.
- D. Contact Salesforce to send a report on article efficacy.

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 85

Why would customer upgrade from self-service to customer portal (Choose 3)?

- A. Access to custom objects
- B. Simpler and easier to configure
- C. Branded site
- D. Better reporting

Answer: [A,C,D \(LEAVE A REPLY\)](#)

NEW QUESTION: 86

A new customer to Salesforce is considering implementing a customer portal. The customer has millions of users and plans to evaluate a high-volume customer portal.

What is a key consideration when configuring a customer portal?

- A. Users can be part of a case team
- B. Users cannot own records
- C. Users can download and view content
- D. Users are not associated with a role in the hierarchy

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 87

When Service Reps view a Case, they often need to see the Case History of other Cases for that same Account. How should a Consultant configure the Lightning Service Console to support this requirement?

- A. Account tabs with Case Subtabs
- B. Account tabs and Cases tab
- C. Case tabs with Account subtabs
- D. Account tab with Cases related list

Answer: [D \(LEAVE A REPLY\)](#)

NEW QUESTION: 88

Which statement is true regarding the Salesforce CTI adapter? Choose 3 answers

- A. It does NOT require a software install for each call center user on a Windows-based PC.
- B. It is based on the Salesforce CTI Toolkit and consists of source code, libraries, and files
- C. It acts as an intermediary between telephony systems, the salesforce Call Center application, and Salesforce user interface
- D. Prebuilt CTI adapters for different telephony systems are available on the Force.com AppExchange
- E. It is a server-based software program that controls the appearance and behavior of a Salesforce SoftPhone

Answer: ([SHOW ANSWER](#))

Valid CRT-261 Dumps shared by Actual4test.com for Helping Passing CRT-261 Exam! Actual4test.com now offer the **newest CRT-261 exam dumps**, the Actual4test.com CRT-261 exam **questions have been updated** and **answers have been corrected** get the **newest** Actual4test.com CRT-261 dumps with Test Engine here:
https://www.actual4test.com/CRT-261_examcollection.html (198 Q&As Dumps,
30%OFF Special Discount: Freepdfdumps)