

## Salesforce.CRT-261.v2022-03-12.q109

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### NEW QUESTION: 1

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

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

### NEW QUESTION: 2

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

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

### NEW QUESTION: 3

Support engineers need to see a complete chronological list of field edits to a case, associated emails, case comments, and field edits to related objects in a single view while working on a case. How should this requirement be met?

- A. Create a custom report.
- B. Create a custom view on the Case tab.
- C. Create a custom related list on the case.
- D. Create a custom Visualforce page.

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

#### **NEW QUESTION: 4**

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

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

#### **NEW QUESTION: 5**

Which Statement is true regarding Salesforce Chatter Answers? Choose 3 answers

- A. External users can subscribe to Answers
- B. Knowledge articles can be created from Answers
- C. Select best answers for questions.
- D. Answers can be exposed to partner portal users
- E. Escalate a question to a case

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

#### **NEW QUESTION: 6**

Universal Containers contact center is experiencing increased call volumes due to a growing product portfolio. What is the recommended strategy to allow the contact center to handle the increased customer inquiries more efficiently? (choose 1 answer)

- A. Hire contact center representatives that specialize in each of the product categories.
- B. Make contact center representatives accessible 24/7 to distribute the call volume.
- C. Make knowledge base articles and community answers accessible on its website.
- D. Redirect users from the company site to social media forums about the products.

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

#### **NEW QUESTION: 7**

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

- A. Lightning Dialer
- B. Macros
- C. Local Presence
- D. Open CTI

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

#### **NEW QUESTION: 8**

A customer-submitted case is routed to a service desk agent at Universal Containers. After the agent responds to the case, the agent realizes the customer is not eligible for support. Which solution should a consultant recommend to prevent this scenario from happening in the future?

- A. Add a Validation Rule that ensures each Case has an entitlement.
- B. Add a Validation Rule that ensures each Account has an entitlement.
- C. Add the entitlement lookup field to case page layouts.
- D. Add the entitlement related list to account page layouts.

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

#### **NEW QUESTION: 9**

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 Lifecycle report type
- B. Create a report using the Case snapshot report type
- C. Create a report using the Case historical trending report type
- D. Create a report using the Case age report type

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

#### **NEW QUESTION: 10**

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. They are members of that Queue
- C. All of the above
- D. If the OWD for sharing cases is Public Read/Write/Transfer
- E. They have a Contact Manager Profile

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

#### **NEW QUESTION: 11**

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 by mapping article types

**B.** Create geography-based profiles to restrict access using data categories

**C.** Create geography-based roles to restrict access using data categories

**D.** Create geography-based roles to restrict access by mapping article types

**Answer: C (LEAVE A REPLY)**

### **NEW QUESTION: 12**

Universal Containers (UC) plans to implement Salesforce Knowledge for its U.S. Call Center to assist agents in providing customer support.

Which three options should UC consider when planning its implementation?

Choose three answers

**A.** When the knowledge maintenance window is available.

**B.** Where call center support agents are located.

**C.** Who can approve and manage the information published.

**D.** What types of information they need to publish.

**E.** How information should be categorized.

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

### **NEW QUESTION: 13**

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.** Set up a zip file that contains the CSV, HTML, and image files.

**B.** Set up the article actions and assign publishers to each action

**C.** Set the publication status of the article type to draft status

**D.** Create the custom fields for the article type

**E.** Create the data categories and set up the data category values.

**Answer: (SHOW ANSWER)**

### **NEW QUESTION: 14**

The Universal Container's customer support organization has implemented knowledge, knowledge centered support (KCS) in its call center. However, the call center management thinks that agents are not contributing new knowledge articles as often as they should.

What could the company do to address this situation? (choose 2)

- A. Require agents to check a box on case when submitting a new suggested article
- B. Measure & reward agents based on the # of new articles approved for publication
- C. Create a dashboard for articles submitted by agents & approved for publication
- D. Measure & reward agents based on the # of new articles submitted for approval

**Answer: C,D (LEAVE A REPLY)**

#### **NEW QUESTION: 15**

Universal Containers wants to allow customers to ability to submit cases and also to see a dashboard of case resolution history.

Which type of Community license should be used to meet these requirements?

- A. Customer Community Plus
- B. High Volume Customer Portal
- C. Customer Community
- D. Lightning External Apps Starter

**Answer: C (LEAVE A REPLY)**

#### **NEW QUESTION: 16**

The contact center at universal containers wants to increase its profit margins by promoting call deflection with 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)**

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#### **NEW QUESTION: 17**

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. Telephony
- B. Marketing

C. Enterprise Resource Planning (ERP)

D. Order Fulfillment

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

**NEW QUESTION: 18**

Which feature should a Consultant recommend to allow a Tier 2 Service Representative to take over case processing from Tier I and know how far Tier I had progressed in troubleshooting?

A. Lightning Guided Engagement

B. Lightning Flow Component

C. Service Console Macros

D. Path for Cases

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

**NEW QUESTION: 19**

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. Ask contact center managers to review data each quarter to possibly delete.

C. Optimize queries to reduce the scope of Cases included with each search.

D. Write an Apex trigger that deletes one case each time a new case is created.

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

**NEW QUESTION: 20**

Universal Containers has tested skills-based routing in a sandbox and is ready to deploy to production.

Which two deploy solutions should a consultant to ensure skills-based routing is operational in Production?

A. Data Loader

B. Mass Transfer Records

C. Data Import Wizard

D. Change Sets

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

**NEW QUESTION: 21**

UC has discovered that the average time an agent takes to resolve a case has increased.

What should a consultant recommend to help reverse this trend? Choose 2 answers.

A. Track social sentiment across social media outlets

B. Improve the training provided to existing agents

C. Configure entitlements and milestones to enforce SLAs

D. Hire more agents for the contact centers

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 22**

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

Which three measures satisfy this requirement? Choose 3 answers

- A. Customer Purchase History
- B. Service Level Agreement
- C. Net promoter Score
- D. customer satisfaction Survey
- E. Customer Support Requests

**Answer: A,C,D (LEAVE A REPLY)**

**NEW QUESTION: 23**

Universal Containers (UC) hired in an expansion of the contact center. Getting agents up to speed and fully productive is a priority UC implemented a standardize agent-customer dialog to assist agents.

Which two features should a consultant integrate into the Service Console? Choose 2 answers

- A. Path for Cases
- B. Lightning Row for Service
- C. Interaction Log
- D. Lightning Process Builder

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

**NEW QUESTION: 24**

Universal Containers would like to implement Omni Channel within Service Cloud for their representatives.; What is the first step an Administrator is required to perform in order to configure Omni Channel?

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

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 25**

One business unit at Universal Containers has been using Service Cloud for several years. While migrating another business unit to the platform, a System Administrator incorrectly imported 200,000 case records, which created significant data corruption of existing

records. The most recent data backup available is more than 90 days old. Which option should the Consultant recommend?

- A. Log a Data Recovery case with Salesforce Support.
- B. Use Data Loader to delete the corrupt data.
- C. Restore the data using the available backup.
- D. Manually update the corrupt data to correct it.

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

#### **NEW QUESTION: 26**

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. Order Management System
- B. Automatic Call Distribution
- C. Computer Telephony Integration
- D. Interactive Voice Response

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

#### **NEW QUESTION: 27**

UC wants to implement a Knowledge management process with the following requirements: It must contain four different kinds of content: customer FAQs, product specifications, contact center procedures, and product manuals. It must provide the ability to filter Knowledge search results by a single product, multiple products, or all 56 products. Any product-related content created by contact center agents must be approved by the contact center manager and the Knowledge manager before being published. Product content should only be visible internally to contact center agents who handle the product. How should a consultant recommend that Knowledge be configured?

Choose 3 answers.

- A. Configure data category values for each product
- B. Define approval processes for each product
- C. Define approval processes for each article type
- D. Configure workflow rules for each data category
- E. Configure article types for each kind of content

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

#### **NEW QUESTION: 28**

Universal Containers (UC) wants to schedule for repair service when an agent is unable to solve the customer's problem via the call center.

What functionality should a consultant recommend to satisfy the UC's need?

- A. Field Service
- B. Mobile Connect
- C. omni Channel
- D. Contact Request

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

### **NEW QUESTION: 29**

Universal Containers initiates cases based on electronic transmissions from power units. The case management process is as follows: A work order is submitted to a field service team to perform a technical review.

After the technical review is closed, an agent needs to contact the customers to review the activities.

Cases can only be closed after the customer review has been completed.

Universal Containers needs to determine whether the work orders and customer contacts should be stored as child cases or on a related custom object.

Which three aspects should the consultant consider to meet these requirements?

Choose 3 answers

- A. Account team relationship to the primary contact
- B. Work order and customer contact escalation requirements
- C. Case closure rules on the original case
- D. Visibility and access to the work order records
- E. Total number of account and contact records in the database

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

### **NEW QUESTION: 30**

Universal Containers plans to migrate its existing knowledge base into Salesforce Lightning Knowledge.

Which three statements should be considered?

Choose 3 answers

- A. Article numbers change during migration.
- B. Approval process history migrate to Lightning Knowledge.
- C. Attachments and .html files in Classic Knowledge are moved to the Files object.
- D. Visualforce pages refer to Classic article types.
- E. Each article must be associated to a record type.

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

### **NEW QUESTION: 31**

A contact center was unable to assign cases by case type before service was implemented, the director support needs to know which metrics to examine to determine whether the newly set up assignment rules are assigning a similar number of cases to each agent. Which metric should be recommended? Choose 2 answers

- A. Number of cases created sorted by order
- B. Number of solutions created per agent
- C. Number of cases in each status
- D. Number of cases by type by owner

Answer: ([SHOW ANSWER](#))

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#### NEW QUESTION: 32

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

Answer: ([SHOW ANSWER](#))

#### NEW QUESTION: 33

You're working on a sales presentation for your customer - universal paper, you might want to add the topic #universal paper in your status update. What does the hashtag do?

- A. Deletes posts
- B. Returns a link that returns a post with the same reference
- C. Tag another chatter user

Answer: ([SHOW ANSWER](#))

#### NEW QUESTION: 34

Universal Containers is implementing a Knowledge Base and wants to empower certain managers to create, edit, and manage articles. All articles should be reviewed by these managers before being published, while some articles need an additional layer of legal review as well. Which three actions should a Consultant recommend to meet these requirements? Choose 3 answers

- A. Create at least two different approval processes.

- B. Create at least two different article types.
- C. Grant managers the Manage Data Categories permission.
- D. Create at least two different data categories.
- E. Grant managers the Manage Salesforce Knowledge permission.

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

**NEW QUESTION: 35**

A Service Manager has recently implemented Salesforce Knowledge. Which three metrics should the Manager use to measure the success of the implementation? Choose 3 answers

- A. Number of successful keyword searches.
- B. Number of Chatter files attached to cases.
- C. Number of published article views.
- D. Number of content packs attached to cases.
- E. Number of articles associated to cases.

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

**NEW QUESTION: 36**

Which three features should a Consultant recommend to allow a customer to resolve issues through self-service? Choose 3 answers

- A. Customer Community
- B. Live Agent
- C. Chatter Answers
- D. Knowledge Base
- E. Web -to -Case

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

**NEW QUESTION: 37**

Universal Containers will be launching a telesales contact center. What should be considered in the design? Choose 2 answers.

- A. Integration with Field service teams and apps
- B. Integration with Lead Generation team and apps
- C. Performance for high volume of interactions
- D. Strategies to maximize call deflection

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

**NEW QUESTION: 38**

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: 39**

At Universal Containers, a support agent dedicated to one customer regularly handles complex integration-related cases. In these cases, the agent collaborates with Universal Containers product development team and the client's system integration. What would the consultant recommend to expedite the handling of these cases?

- A. Build a repository of Knowledge articles related to integration and share it with the customer.
- B. Enable Chatter case feed and add product development team members to the case team.
- C. Create a private Chatter group with customers and invite key individuals to join the group.
- D. Create a related child case and assign the child case to the product development team.

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

#### **NEW QUESTION: 40**

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: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 41**

What can universal containers do to reduce costs and immediately improve contact center agent productivity choose 2

- A. Offer supports through Facebook and twitter.
- B. Implement team productivity dashboards.
- C. Enable templates for written responses.
- D. Streamline the agent interface.

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

**NEW QUESTION: 42**

Universal Containers (UC) needs to invoke a process on an external system (NOT in Salesforce) whenever cases are created or updated by contact center agents. UC does NOT want to use any customized code to accomplish this.

Which solution should a Consultant recommend?

- A. Schedule batch Apex processing job
- B. Workflow-driven outbound messaging
- C. RESTful services with GET, POST, or PUT
- D. Visualforce page APEX SOAP async callout

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

**NEW QUESTION: 43**

Using Import Wizard, how many Asset records can you import at a time?

- A. 1000
- B. 50,000
- C. 5000
- D. You cannot import Assets via Import Wizard
- E. 100,000

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

**NEW QUESTION: 44**

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

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

**NEW QUESTION: 45**

What is a benefit of a customer community? Choose 2 answers.

- A. Reduces incoming call volume
- B. Eliminates the need to track service level agreements
- C. Eliminates the need for support agents
- D. Enables customers to log inquiries without contacting an agent

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

### NEW QUESTION: 46

Universal Containers is implementing a CTI solution for its inbound service and support contact center. Currently, the company handles only existing customers with support issues. The contact center manager has been tasked with improving sales for the premier support offering. What key metrics can be expected to improve following the CTI implementation? (Choose 2)

- A. Average days to close
- B. Abandon rate
- C. First call resolution
- D. Average handle time

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

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### NEW QUESTION: 47

Universal Containers is considering a Knowledge-Centered Support (KCS) implementation.

Which three benefits can be expected from KCS adoption? Choose 3 answers

- A. Increased call routing accuracy
- B. Optimized use of resources
- C. Reduced issue resolution time
- D. Increased call deflection
- E. Reduced support channels

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

### NEW QUESTION: 48

For which purpose should a contact center use visual workflow?

- A. To automatically assign cases to a specific queue based on the customer support level.
- B. To escalate a case to the support manager if it has been open for more than 72 hours.
- C. To automate business processes for agents who troubleshoot customer support issues via phone.
- D. To assign follow-up tasks to an agent one week after a case is closed.

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

**NEW QUESTION: 49**

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

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

**NEW QUESTION: 50**

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

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

**NEW QUESTION: 51**

Universal Containers would like to provide their contact center agents with a map image of their customers location based on the Shipping Address of their Account Record. What should a consultant recommend as part of the solution?

- A. An outbound message to a middleware platform to provide map details
- B. A mashup integration on the Account page to a third-party mapping service
- C. A Web Service call-out that retrieves map details from the backend system
- D. A custom tab of type URL that displays a map image of customer location

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

**NEW QUESTION: 52**

UC has completed development and testing of its Service Cloud implementation and plans to migrate functionality from the sandbox environment to the production environment. What should be used for migration functionality?

- A. Force.com migration tool, Force.com IDE, and change sets
- B. Visual Workflow, data loader, and Force.com IDE
- C. Mass Transfer Records, change sets, and Force.com migration tool

D. Data loader, change sets, and Force.com Excel Connector

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 53**

Universal Containers requires that a case is logged for every incoming support call. Each case could require an associated Return Materials Authorization (RMA) and/or Field Service Request (FSR). The original case CANNOT be closed until all RMAs and FSRs are closed. Universal Containers is considering whether RMAs and FSRs should be stored on a child case or on a related custom object. What should Universal Containers consider when designing the solution? Choose 3 answers

- A. Relationship to the primary contact
- B. RMA and FSR escalation requirements
- C. Case closure rules on the original case
- D. Average incoming case volume
- E. Visibility and access to the RMA and FSR records

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

**NEW QUESTION: 54**

Universal Containers has four internal divisions that use Salesforce Knowledge. Compliance requirements mandate that each division should only have access to its own articles when performing a search. Which solution should a consultant recommend to meet this requirement?

- A. Create separate data category groups for each division and assign the category to a division profile.
- B. Create a single data category group for each division and provide access using the role hierarchy.
- C. Create a sharing rule for each division to provide access using the role hierarchy.
- D. Create a sharing rule for each division to provide access based on criteria of the article.

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 55**

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 the footer of the Lightning Console
- C. On the Highlights Panel of a Primary tab
- D. On a new tab in the agent's browser

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

**NEW QUESTION: 56**

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

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 57**

UC is in the process of implementing Service Cloud. In which order should the data be migrated?

- A. Users, contacts, accounts, cases
- B. Users, accounts, contacts, cases
- C. Accounts cases, users, contacts
- D. Accounts, contacts, cases, users

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 58**

Which two areas can an Administrator make Open CTI features available to users when building a Lightning App using the App Manager? Choose 2 answers

- A. On a record Activity Feed list
- B. On a utility bar of the Lightning App
- C. On a record Highlights Panel
- D. On the Calendar right hand panel

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 59**

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

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 60**

The Support Manager at Universal Containers has determined that there are five common case types that are always resolved during the first call. Additionally, the support manager noticed that support agents are sending similar emails to the customer for each case. Which three solutions can a consultant implement to minimize the time it takes a support agent to create emails for these cases?

- A. Implement Email-To-Case
- B. Enable the Support Process for default email templates
- C. Implement Macros
- D. Enable the support setting for default email templates
- E. Implement Quick Text

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

#### **NEW QUESTION: 61**

All of the following objects may have a queue EXCEPT:

- A. Cases
- B. Custom Objects
- C. Leads
- D. Accounts

**Answer: D (LEAVE A REPLY)**

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#### **NEW QUESTION: 62**

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

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

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

#### **NEW QUESTION: 63**

As part of a new Salesforce Knowledge implementation, Universal Containers would like to migrate articles from their current database.

Which factor should a Consultant consider as part of the migration strategy?

- A. Prepare a single .csv file that can be used to migrate all articles types at once and include with a properties file in a .zip for import.
- B. Convert any articles containing HTML into plain text before importing because HTML is NOT supported in any article field types.
- C. Verify that each article type has field level security on all fields set to read-only prior to import, in order to prevent any loss of data.
- D. Ensure that each existing article type has a corresponding Salesforce Knowledge article type that matches its structure and content.

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

**NEW QUESTION: 64**

What should a Consultant recommend to ensure Live Agent chat requests contain enough information for Reps to effectively respond?

- A. Configure Lightning Guided Engagement.
- B. Configure a Live Chat Validation Rule.
- C. Customize the Pre-chat form.
- D. Customize the Lightning Console chat page.

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

**NEW QUESTION: 65**

How should a Consultant provide Suggested Article functionality to Lightning Service Console users?

- A. Create email templates with Knowledge Articles attached.
- B. Add the Suggested Article widget to the Case page layout.
- C. Add the Knowledge Component to the Service Console.
- D. Add the Knowledge tab to the Console app.

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

**NEW QUESTION: 66**

Which Lightning Service Console feature should be used to enable Service Reps to send emails with attachments to customers based on the Case details?

- A. Lightning Knowledge
- B. Process Builder
- C. Macros
- D. Visual Workflow

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

**NEW QUESTION: 67**

Which three processes are uses case for Visual Workflow? Choose 3 answers

- A. Assignment of email to a case queue based on subject

- B. Field validation during case creation
- C. Decision-based troubleshooting for agents
- D. Cross-sell promotions for agents
- E. Caller verification and creation of a new case

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

**NEW QUESTION: 68**

Universal Containers allows Agents to work remotely using a company -provided laptop, but does NOT control the quality of their internet service. Agents must be able to use live agent functionality remotely. Which two options should a Consultant recommend to ensure Agents can efficiently use this functionality? Choose 2 answers

- A. Coach users on minimizing open console tabs.
- B. Allow the user to log into Live Agent from multiple browsers.
- C. Ensure each laptop has a modern browser installed.
- D. Add additional components to the Lightning console.

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

**NEW QUESTION: 69**

Universal Containers wants to let its customers interact real-time with support agents from their computers and mobile devices.

What feature should a consultant recommend to meet this requirement?

- A. Web-to-Case
- B. Embedded Chat Service
- C. Case Assignment Rules
- D. Customer Community

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

**NEW QUESTION: 70**

An outsourced contact center is losing part-time agents to a nearby contact center that promotes flexible scheduling. Which method can be used to improve agent retention?

Choose 2 answers:

- A. Allow shift trading between agents
- B. Extend benefits to part-time agents
- C. Mix telephony interactions with email and chat
- D. Provide additional training on tools and process

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

**NEW QUESTION: 71**

UC wants to provide its 20 million customers with a portal where they can: Submit inquiries, Monitor the status of those inquiries, and View their contact information. To meet these requirements, which type of portal license would be most appropriate for the customers?

- A. Partner portal
- B. Enterprise admin
- C. Sites
- D. Service Cloud portal (Customer Community)

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

#### **NEW QUESTION: 72**

A company has a requirement to keep all emails behind their firewall, they have 200 agents. What should they use?

- A. Email to Case
- B. Web to Case
- C. On Demand Email to Case
- D. Community

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

#### **NEW QUESTION: 73**

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

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

#### **NEW QUESTION: 74**

A company receives support requests through a variety of email addresses and web forms for different parts of the business.

Which feature combination will ensure that cases are efficiently handled by the most appropriate representatives?

- A. Escalation Rules, Queues, Chatter Groups, Omni-Channel
- B. Case Assignment Rules, Queues, Chatter Groups, Live Agent
- C. Escalation Rules, Queues, Public Groups, Live Agent
- D. Case Assignment Rules, Queues, Public Groups, Omni-Channel

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

#### **NEW QUESTION: 75**

Universal containers are developing a business continuity plan for their contact center. What should the company consider? Choose 2 answers

- A. Recovery point objective

- B. Open access to systems
- C. Site consolidation
- D. Criteria for plan activation

Answer: ([SHOW ANSWER](#))

#### NEW QUESTION: 76

What are three best practices that should be used when deploying Salesforce functionality to production? Choose 3 answers

- A. Ensure that at least 60% of the code is covered by unit tests before deploying to production.
- B. Ensure all users refrain from logging into production for an entire day prior to deployment.
- C. Migrate a test deployment to a staging environment for a smoother real-life experience.
- D. Select a window of time when users will NOT be making changes to the organization.
- E. Plan and communicate the deployment to all users of the organization in advance.

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

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#### NEW QUESTION: 77

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

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

Answer: ([SHOW ANSWER](#))

#### NEW QUESTION: 78

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: 79**

SLA says agent must respond within one hour, or if marked "urgent", resolve within one day. How can this best be achieved?

- A. Use entitlements to define a process and milestones
- B. Use case teams to close
- C. Use escalation rules

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

#### **NEW QUESTION: 80**

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. Create a custom Visualforce page to display case list view, external system, and knowledge articles
- B. Configure the Salesforce Console for Service, integrate the external system, and enable Knowledge
- C. Configure the agent console and display the articles, case view, and external system custom object
- D. Configure the Salesforce Console for Service, add Visualforce components, and activate the Knowledge sidebar.

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

#### **NEW QUESTION: 81**

UC is creating an inbound customer support contact center to handle questions about using its products. What should be considered when designing the contact center?

- A. Workforce management and customer satisfaction score
- B. Agent skill-based routing and predictive dialer
- C. Automatic call distributor and interactive voice response
- D. Average handling time and first call resolution time

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

#### **NEW QUESTION: 82**

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. Cost per call

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

**Answer: A,B,E (LEAVE A REPLY)**

**NEW QUESTION: 83**

The Universal Containers Contact Center has Customer Support Agents who speak Spanish and wants all cases where Spanish is the preferred language to be handled by these agents in real time. Universal Containers allow customers to contact agents through phone and chat.

Which solution should be implemented to support this?

- A. Visual Workflow
- B. Case Auto-Response Rules
- C. Case Assignment Rules
- D. Omni-Channel

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 84**

The Universal Containers sales team has been so successful in signing new customers that the support team is unable to provide same-day customer assistance.

What should a consultant recommend to address this problem?

- A. Ask sales reps to respond to support Cases.
- B. Limit Customers to 5 Cases per day.
- C. Provide a self-help Customer Community.
- D. Add more support phone lines.

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 85**

Universal Containers (UC) has hired a consulting firm to implement its new Service Cloud platform and requires quick iterations and a speedy project completion. UC has requested frequently project updates for check-ins and refinement.

Which methodology should the Consultant recommend given the requirements?

- A. Force.com IDE
- B. Agile
- C. Kanban
- D. Waterfall

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 86**

Universal Containers purchased Knowledge and would like to implement it as soon as possible. What approach should a consultant recommend?

- A. Create a Knowledge Visualforce component on the case detail page.
- B. Activate Knowledge One within the Salesforce Console for Service.
- C. Activate Knowledge One on the case detail page.
- D. Create a Knowledge Visualforce component within the Salesforce Console for Service.

**Answer: B (LEAVE A REPLY)**

#### **NEW QUESTION: 87**

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

**Answer: C (LEAVE A REPLY)**

#### **NEW QUESTION: 88**

Universal Containers wants to implement best practices for its customer support teams and has decided to follow a Knowledge-Centered Support (KCS) methodology. Which two benefits can be expected from KCS adoption? Choose 2 answers.

- A. Reduced first contact resolution
- B. A knowledge article life cycle that is implemented correctly the first time and does not need to change
- C. A knowledge article life cycle that evolves based on usage and demand
- D. Reduced issue resolution time

**Answer: A,D (LEAVE A REPLY)**

#### **NEW QUESTION: 89**

Business Users have requested that the Salesforce administrator allow agents to view a list of cases in the console while agents work through their cases. This will allow agents to identify urgent cases that need to be worked on.

How should this be accomplished?

- A. Configure the case list under custom console components so users can view the list view along with the case view
- B. Enable the list to be pinned in the console. This allows users to view the list alongside the case view in the console

C. Recommend opening the case list view in a separate browser tab and use the window alongside the case view

D. Build a customer visual force page with the list view and assign it to the console sidebar.

**Answer: B (LEAVE A REPLY)**

#### **NEW QUESTION: 90**

Universal Containers has scheduled a major upgrade to its Customer Community next month. The community is expected to be unavailable for approximately 8 hours. The executive team is concerned about how the upgrade and associated outage will impact customers. Which three measures should the Consultant recommend to ensure transparency during the upgrade process? Choose 3 answers

A. Publish ongoing updates to the community knowledge base with details about the upgrade.

B. Send routine status updates to customers via Chatter during the upgrade.

C. Replace the default outage page with a custom page containing upgrade information.

D. Notify customers once the upgrade is completed and full services are restored.

E. Communicate information about the upgrade to customers in advance.

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

#### **NEW QUESTION: 91**

Universal Containers has completed development and testing of its Service Cloud implementation and plans to migrate functionality from the sandbox environment to the production environment.

What should be used for migration functionality?

A. Data loader, change sets, and Force.com Excel Connector

B. Visual Workflow, data loader, and Force.com IDE

C. Mass Transfer Records, change sets, and Visual Studio Code

D. Visual Studio Code and change sets

**Answer: D (LEAVE A REPLY)**

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#### **NEW QUESTION: 92**

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

**Answer: B,D (LEAVE A REPLY)**

### NEW QUESTION: 93

Universal Containers has an active presence on Twitter and Facebook. Customers' requests from these social media channels should be responded to by support agents.

What should a consultant recommend to meet this requirement?

- A. Social Persona for Twitter and Facebook.
- B. Social Customer Service for Twitter and Facebook.
- C. Einstein Bot social queues.
- D. Social Media Marketing message tagging.

**Answer: A (LEAVE A REPLY)**

### NEW QUESTION: 94

Universal Containers is migrating from a legacy system to the service cloud. The company currently tracks entitlements as agreements in its legacy system. The legacy system will be archived and unavailable after go-live. Agents will need easy access to case information for the last one year.

- A. Migrate open and closed cases with milestones and entitlements
- B. Migrate closed cases to a custom read-only object
- C. Migrate open and closed cases without milestones and entitlements
- D. Migrate closed cases with milestones and entitlements

**Answer: D (LEAVE A REPLY)**

### NEW QUESTION: 95

Which two advantages does Salesforce provide with the OpenCTI framework? Choose 2 answers

- A. Developers can integrate with any telephony platform available with little to no need for customization.
- B. Agents can use telephony on a wide range of browsers and operating systems while only developing once.

C. Developers can embed API calls and processes on web pages to automate call handling processes.

D. Agents can run their SoftPhone at the operating system level, embedded in the task bar or system tray.

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

#### **NEW QUESTION: 96**

Support process: escalation queue if not responded in 2 hours within business hours until marked Urgent which requires 24/7 resolution.

A. Escalation rule to ignore business hours based on case criteria

B. Workflow rule

C. Validation rules on case process field

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

#### **NEW QUESTION: 97**

Universal Containers is implementing Salesforce Knowledge for call center agents. The company needs to ensure that agents can contribute to the knowledge base to promote adoption. Which functionality supports these requirements?

A. Require agents to create Knowledge articles when opening a case.

B. Add the Submit Feedback button to articles.

C. Add the Submit Feedback button on the Solutions tab.

D. Allow agents to create Knowledge articles when closing a case.

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

#### **NEW QUESTION: 98**

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 Omni-Channel with Most Available Routing

B. Configure Live Agent Skills-based Routing

C. Configure Omni-Channel with Least Active Routing

D. Configure Case Assignment Rules

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

#### **NEW QUESTION: 99**

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. Knowledge Article Usage

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

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

**NEW QUESTION: 100**

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

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

**NEW QUESTION: 101**

Universal Containers wants to reduce the clicks a Customer Support Agent uses when working on a case. This includes the time it takes to create, resolve, and close the case.

Which three Salesforce productivity features should be used to accomplish this requirement? Choose 3 answers

- A. Publisher Actions
- B. Macros
- C. Quick Text
- D. Omni-Channel
- E. Chatter

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

**NEW QUESTION: 102**

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

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

**NEW QUESTION: 103**

Universal Containers wants to reduce the volume of calls into their Product Support Contact Center. Which three features should a Consultant recommend? Choose 3 answers

- A. Public Knowledge
- B. Macros
- C. Communities
- D. Chatter Questions
- E. Field Service

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

#### **NEW QUESTION: 104**

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 list view edit time
- C. Contact view page load time
- D. Contact related list load time

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

#### **NEW QUESTION: 105**

The Universal Containers' customer support organization has implemented Knowledge Centered Support (KCS) in its call center. However, the call center management thinks that agents are not contributing new knowledge articles as often as they should.

Which two should the company do to address this situation? Choose 2 answers

- A. Require agents to check a box on the case when submitting a new suggested article.
- B. Measure and reward agents based on the number of new articles approved for publication.
- C. Measure and reward agents based on the number of new articles submitted for approval.
- D. Create a dashboard that includes articles submitted by agents and approved for publication.

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

#### **NEW QUESTION: 106**

Which step should a consultant take to import articles into Salesforce Knowledge? (Choose 2)

- A. Use the data loader to import unstructured articles
- B. Map articles with HTML sections to rich text area fields
- C. Use change sets to import data categories
- D. Create a separate .csv for each article type

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

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**NEW QUESTION: 107**

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 Lighting Service Console to support this requirement?

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

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

**NEW QUESTION: 108**

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

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

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

**NEW QUESTION: 109**

Universal Containers needs to closely manage the publishing life cycle for articles in Knowledge. Article managers will be granted different publishing capabilities, from article creation through archiving published articles.

How should the permissions for article managers be set up?

Choose one answer

- A. Create publication teams with article managers and assign each team to specific publication states.

- B.** Create publication teams with article managers and assign each team to specific article actions.
- C.** Create public groups with article managers and assign each group to specific article actions.
- D.** Create public groups with article managers and assign each group to specific publication states.

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

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