

Salesforce.CRT-261.v2023-01-10.q36

Exam Code:	CRT-261
Exam Name:	Certification Preparation for Service Cloud Consultant
Certification Provider:	Salesforce
Free Question Number:	36
Version:	v2023-01-10
# of views:	1021
# of Questions views:	360
https://www.freepdfdumps.com/Salesforce.CRT-261.v2023-01-10.q36.html	

NEW QUESTION: 1

Universal Containers wants to notify Support Managers when a new case have been untouched from more than two business days.

Which approach should a consultant implement?

- A. Define case auto-response rules.
- B. Estabalish case assignment rules.
- C. Use Flow Builder to create a flow with scheduled path.
- D. Configure case escalation rules.

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

NEW QUESTION: 2

Universal Containers would like for article to be different channel for social interactions.

What solution should a consultant recommend?

- A. Set up communication channel layouts in the object manager to use Insert Article into Social post.
- B. Create a Chatter group and invite the customer to join with an external chatter user.
- C. Set up insert Article into Social post and enable the customer community portal.
- D. Create a Visualforce page on the customer community portal.

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

NEW QUESTION: 3

Metrics show that Universal Containers has a high call abandonment rate Which two strategies should a consultant recommend?

Choose 2 answers

- A. Set up Email-to-Case.
- B. Simplify the interactive voice response (IVR) tree.
- C. Use Assignment rules and case queues.

D. Add additional agents to lower average hold time.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 4

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. Entitlements and Milestones
- C. Case Escalation
- D. Case Assignment

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 5

Universal Containers (UC) wants to implement Service Cloud using Agile methodology. How should the consultant recommend delivering a successful implementation?

- A. Generate continuous feedback from the project team, and adjust the requirements and deliverables accordingly.
- B. Deliver the entire project simultaneously so as to present UC with a completed solution.
- C. set a cutoff date of 1.5 months before user acceptance testing for any change requests.
- D. Schedule a meeting with the UC executives at the start of the project to generate all the requirements.

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

NEW QUESTION: 6

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. Contact Request
- D. omni Channel

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 7

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 8

Universal Containers is trying to reduce the amount of time support agents spend creating cases. The new method case creation must allow for 4000 - 5000 new cases a day, as well as the attachment of documents under 25 MB by the customer.

Which method should the consultant suggest?

- A. On-Demand Email-to-case
- B. Web to case forms
- C. Omni channel routing
- D. Standard email to case

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 9

Cloud Kicks (CK) provides support 24 hours a day, 7 days a week. CK contracts with an external third-party help desk to provide support outside of normal business hours.

The external service agents and external support managers use Experience Cloud to create cases. External support managers need to view and execute reports with the ability to "Run as specified user."

What is the recommended Experience Cloud license to meet the requirements?

- A. Service Cloud Portal
- B. Partner Community Login
- C. Customer Community Login
- D. High Volume Customer Portal

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 10

Universal Containers' support management team has noticed an increase in wait times over the last several months when customers call in for support. Which two recommendations should a Consultant suggest to help decrease customer wait times?

Choose 2 answers

- A. Create reports to analyze call data in order to understand peak times and ensure adequate staffing.
- B. Set up analytical snapshots to capture key case information and create historical trending reports.

C. Create a case escalation rules to route high-priority cases directly to supervisors for resolution.

D. Set up a Salesforce Customer Community that will allow customers to create cases online.

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

NEW QUESTION: 11

A consultant has been hired to integrate a client's phone system with the Salesforce Service Console. What are two key considerations for this integration? Choose 2 answers

A. CTI Adapter configuration

B. Service Console case creation configuration

C. Call Center Definition File creation

D. Lightning Console enablement

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

NEW QUESTION: 12

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. Support Processes

D. Omni-Channel

E. Record Types

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

NEW QUESTION: 13

Universal Containers is using the Lightning Service Console for managing cases and wants to add a softphone to enable click-to-call capability.

Which three configurations are needed for the softphone to work in Salesforce? Choose 3 answers

A. Create a softphone layout and assign to user profiles.

B. Enable Live Agent in their community to chat with an agent.

C. Install an adapter from AppExdiange to work with third-party CTI systems.

D. Assign the Salesforce CTI license to Salesforce users.

E. Assign the correct Salesforce users to the Call Center.

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

NEW QUESTION: 14

If a Case cannot be resolved after Tier 1 has performed their troubleshooting steps, the case must be escalated to Tier 2 support. Tier 2 has additional troubleshooting steps. How can a Consultant configure the Lightning Service Console to support this requirement?

- A. Implement Lightning Guided Engagement
- B. Enable Omni-Channel Case assignment
- C. Define separate Record Types for Tier 1 and Tier 2
- D. Configure a Visual Flow Troubleshooting Action

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 15

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 16

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. Mass Transfer Records, change sets, and Visual Studio Code
- B. Visual Workflow, data loader, and Force.com IDE
- C. Visual Studio Code and change sets
- D. Data loader, change sets, and Force.com Excel Connector

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

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NEW QUESTION: 17

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 Import Wizard
- B. Data Loader
- C. Mass Transfer Records
- D. Change Sets

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

NEW QUESTION: 18

Universal Containers has been testing an updated Service Console in a sandbox and is ready to move it to Production.

Which deployment solution should a consultant use?

- A. Change Sets
- B. Mass Transfer Records
- C. Manual configuration
- D. Data Loader

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

NEW QUESTION: 19

Cloud Kicks has millions of customers. Only a small percentage of the customers have existing Contact records in Salesforce. The customer's email address is used to populate details from another system and enrich the Contact record.

A service center uses multiple channels to support customers, including phone, Email-to-Case, and Web-to-Case. Support agents frequently fail to capture the necessary information, leading to an inconsistent customer experience.

What is the recommended method to consistently capture new caller details?

- A. Use a new customer Path on Contact to capture details.
- B. Use an auto-launched flow to capture details.
- C. Use Open CTI with Pop to flow to capture details.
- D. Use a global quick action to capture details.

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

NEW QUESTION: 20

Service Console users work on dozen of cases at one time, and often need to update a case they worked on earlier in the day.

What configuration should a consultant recommend?

- A. Keep all open in tabs.
- B. Use a second Console session.
- C. Define a custom List View.

D. Add History to the Utility bar.

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

NEW QUESTION: 21

Which three are characteristics of Visual Workflow? Choose 3 answers

- A. Elements can be used to update fields in the database.
- B. Apex code must be used to pass data to legacy systems.
- C. Apex code must be used to update fields in the database.
- D. Only one version of a flow can be activated at a time.
- E. Elements can be used to pass data to legacy systems.

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

NEW QUESTION: 22

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

Choose 2 answers

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

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

NEW QUESTION: 23

Milestones can be added to which three object types?

Choose 3 Answers

- A. Account
- B. Case
- C. Entitlement
- D. Service
- E. Work order

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

NEW QUESTION: 24

A business to consumer (B2C) company wants to decrease service costs and improve customer relationship currently, customers pay invoices and update their contact information by mailing paper payslips back to company.

What is the recommended solution to meet the requirements?

- A. Service Cloud Voice with Tele-pay
- B. Einstein Bots with Credit Card Payments
- C. Experience Cloud with Customer Account Portal template
- D. Field Service with Integrated Payments

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 25

Universal Containers has implemented KCS. Specific article types and categories require approval, both the Publish Articles action button and the Submit for Approval button are available on page layouts. Agents are forgetting to submit certain articles types for approval.

What should a consultant recommend to automate the approval process?

- A. A Process Builder
- B. Assignment rule
- C. Workflow
- D. Validation rule

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 26

A recent survey at Cloud Kicks (CK) shows a decrease in customer satisfaction due to the length of time it takes to resolve cases. A case analysis shows many similar cases that can be solved quickly with the same set of steps. CK has already enabled Knowledge Management.

What is the recommended method to decrease the time it takes to close cases?

- A. Add Data Category Groups.
- B. Create Synonym Groups.
- C. Enable Suggested Articles.
- D. Create Article Translation.

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

NEW QUESTION: 27

A company has implemented Salesforce Service Cloud. The company needs Key Performance Indicators (KPIs) to ensure that its customer support service center is profitable. Which three metrics can be used to help executive management understand service center costs? Choose 3 answers

- A. All open Cases by Priority
- B. All Cases by Customer
- C. All open cases by Channel
- D. All Cases closed Month-to-date
- E. Case resolution time

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 28

Universal Containers (UC) is updating the Service Cloud console app for its call center agents. Management is concerned that deploying the new app will disrupt current operations and impact customer satisfaction.

What should the consultant recommend to mitigation these concerns?

- A.** Configure the new app in developer org and use an unmanaged package to deploy to production.
- B.** Deploy the configuration from a sandbox to production during the next Salesforce version update so the system only goes down once.
- C.** Deploy the configured and tested app to production, update the agent's profile to view the app and take away access to the old app.
- D.** Configure the new app in a sandbox. Use a change-set to push the configuration to production for testing and training.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 29

Universal Containers wants Service Console users to be able to view and update product usage data that is stored in an external system.

Which two features should a consultant recommend to provide this functionality?

Choose 2 answers

- A.** External Objects
- B.** Salesforce Connect
- C.** Custom Objects
- D.** Middle-tier integration

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

NEW QUESTION: 30

A company would like to implement a solution that would hold service reps accountable to customer Service Level Agreements.

Which two steps should be completed to meet this request? Choose 2 answers

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

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

NEW QUESTION: 31

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

- A.** Ensure all users refrain from logging into production for an entire day prior to deployment.
- B.** Migrate a test deployment to a staging environment for a smoother real-life experience.
- C.** Ensure that at least 60% of the code is covered by unit tests before deploying to production.
- D.** Plan and communicate the deployment to all users of the organization in advance.

E. Select a window of time when users will NOT be making changes to the organization.

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 32

The Vice President (VP) of Customer Support for Universal Containers has issued a mission statement that "We will empower our customers to interact with us in the way of their choosing." Universal Containers has recently deployed a new toll-free interactive voice response (IVR) system and knowledgebase. The VP has asked the management team to make additional system enhancements to fulfill this mission statement. Which three should the consultant recommend to achieve the mission statement? Choose 3 answers

- A. Optimize the customer community for mobile devices to have access to the same support as desktops.
- B. Create a central "Contact Us" page which provides access to all available channels.
- C. Enable customers to be emailed FAQs by accessing the interactive voice response 24 hours per day.
- D. Enforce that customers must search the knowledgebase before they can see the Contact Us page.
- E. Replace the existing "Chat Now" button on the Customer Community with a toll- free phone number.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 33

A recent review of customer satisfaction surveys revealed the support center does a poor job of upsetting new products to customers. Customers report dissatisfaction when calling for troubleshooting, billing, enrollment, or similar issues and receiving a sales pitch. However, customers that have been upsold new products are two times more likely to remain a customer.

What is the recommended method to ensure upselling only occurs when customers are likely to be receptive to the offer?

- A. Einstein Reply Recommendations
- B. Service Analytics Predictions

- C. Validation Rules
- D. Einstein Next Best Action

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

NEW QUESTION: 34

Universal Containers wants to notify Support Managers when a new case has been untouched for more than two business days.

Which approach should a consultant implement?

- A. Define Case Auto-Response Rules.
- B. Create a Process Builder with Scheduled Actions.
- C. Establish Case Assignment Rules.
- D. Configure Case Escalation Rules.

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

NEW QUESTION: 35

Universal Container's customers like speaking to a live support agent on complex product issues. This causes a heavy amount of phone calls and customers complain about the hold time.

What functionality should the consultant recommend implementing to resolve this issue?

- A. Embedded Chat Window
- B. Open CT1
- C. Contact Requests
- D. Social Customer Service

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

NEW QUESTION: 36

Universal Container's agent's need to be more productive when cases. Agent want to send email to customers prior to violating an SLA based on three different SLA levels using macros.

What two solutions can a consultant suggest to meet the agent's requirements?

Choose 2 answers

- A. Add multiple ELSE IF blocks after the IF block
- B. Add a formula block to the macro
- C. Create a formula to build the macro logic around
- D. Add conditional logic to the instructions

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

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