

Salesforce.CRT-261.v2024-06-28.q192

Exam Code:	CRT-261
Exam Name:	Certification Preparation for Service Cloud Consultant
Certification Provider:	Salesforce
Free Question Number:	192
Version:	v2024-06-28
# of views:	767
# of Questions views:	1920
https://www.freepdfdumps.com/Salesforce.CRT-261.v2024-06-28.q192.html	

NEW QUESTION: 1

Cloud Kicks (CK) supports customers through chat. Service agents have reported multiple instances where customers have used abusive language. CK wants a way to prevent abusive customers from starting future chat sessions.

What is the recommended feature to meet the requirement?

- A. Create sensitive data rules.
- B. Enable Assistance Flag Configuration setting.
- C. Create an IP blocking rule.

Answer: C (LEAVE A REPLY)

To prevent customers who use abusive language from starting future chat sessions, creating an IP blocking rule is the recommended feature. This allows administrators to block specific IP addresses from accessing the chat service, effectively preventing abusive customers from initiating new sessions and maintaining a positive and safe environment for both customers and service agents.

NEW QUESTION: 2

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

Answer: C (LEAVE A REPLY)

Explanation

A case snapshot report is a report that shows the values of selected fields at different points in time during the case life cycle. You can use this report to see how long a case spent in each status and what changes were made to the case over time. This report can help the support manager to research the situation and identify the causes of the increase in average case age. Verified References: Create Case Snapshot Reports

NEW QUESTION: 3

Universal Containers wants to be able to assign Cases based on the same criteria they use for Live Agent chats. Which feature should a Consultant recommend?

- A. Omni-channel Queue-based routing
- B. Case Skills-based Assignment Rules
- C. Live Agent Queue-based routing
- D. Omni-channel Skills-based routing

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 4

Cloud Kicks wants to view cases resolved on the first call. Pecos have been trainee to use Save & Close when creating a Case. An existing Closed Case report must be modified to show first call resolution.

What is the recommended report change to meet the requirements?

- A. Filter on Closed When Created equals true
- B. Filter on Status equals Closed Resolved
- C. Filter where Date/Time Opened equals Created Date
- D. Filter where Closed Date equals Created Date

Answer: ([SHOW ANSWER](#))

Explanation

Filtering on Closed When Created equals true is a report change that can show first call resolution. Closed When Created is a field on the Case object that indicates whether the case was closed when it was created, meaning it was resolved on the first call. Filtering on this field will show only the cases that were closed on the first call. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.case_fields.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.reports_filtering.htm&type=5

NEW QUESTION: 5

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

- 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](#))

NEW QUESTION: 6

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 7

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 8

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 Open CTI with Pop to flow to capture details.
- C. Use an auto-launched flow to capture details.
- D. Use a global quick action to capture details.

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

NEW QUESTION: 9

Universal Containers is looking for ways to provide more proactive support and to promote its brand on the internet with minimal investment. A consultant recommends installing the Social Customer Service Start Pack.

Which two features should the consultant recommend as part of the deployment?

- A. Select two Twitter or Facebook accounts.
- B. Enable the Moderation feature to automatically create cases from posts.
- C. Retrieve Social Studio credentials.
- D. Create and assign permission sets to give agents social account access.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 10

What is a consideration when adding a report chart to a Page Layout or a Lightning Record Page?

- A. The report must be used on a Dashboard.
- B. The report must have a standard Report Type.
- C. The report must contain a chart.

Answer: ([SHOW ANSWER](#))

When adding a report chart to a Page Layout or a Lightning Record Page, the report must include a chart component. This is because the visualization aspect of the chart is what's displayed on the layout, providing a graphical representation of the report data directly on the record page for quick insights and analysis.

NEW QUESTION: 11

Cloud Kicks plans to deploy Service Cloud to customers who will have different levels of support. The consultant is unsure whether Entitlements only or Entitlements plus Service Contracts is the correct solution.

Which question should the consultant ask to determine the preferred solution?

- A. Will customers access Knowledge articles through Experience Cloud?
- B. Is support provided on a periodic basis and renewed annually?
- C. Do multiple versions of the Entitlements need to be created and maintained?

Answer: ([SHOW ANSWER](#))

Asking whether support is provided on a periodic basis and renewed annually helps determine the need for Service Contracts in addition to Entitlements. Service Contracts are suitable for situations where support is tied to specific terms and conditions, such as annual support agreements, whereas Entitlements define the types of support a customer is entitled to.

NEW QUESTION: 12

Cloud Kicks (CK) has created hundreds of Knowledge articles about its products. The articles have been attached to closed cases. A new product release will require changes to

dozens of articles. After revising the articles, CK wants to see that a prior article version was associated with the closed cases.

What is the recommended method to meet the requirements?

- A. Select Flag as new version' checkbox when publishing.
- B. Use Smart Link to Article to select the prior version.
- C. Enable Knowledge User for Service Agents.
- D. Use the Clone option to create a new article.

Answer: A (LEAVE A REPLY)

Explanation

When you edit an article in Salesforce Knowledge, you can choose to flag it as a new version when you publish it. This option creates a new version of the article with a new version number and keeps the previous version in an archived state. The archived version is still associated with the closed cases that it was attached to, while the new version is available for future cases. This way, you can see that a prior article version was associated with the closed cases. Verified References: [Flag an Article as a New Version When You Publish It]

NEW QUESTION: 13

The Universal Containers contact center offers support via email, the Internet, and a Community. The contact center manager wants to demonstrate the success of recent self-service initiatives to executive management. What report should the contact center manager present to executive management? Choose 2 answers

- A. Average call handle time by team
- B. Number of cases created using portal
- C. Number of IVR inquiries without agent involvement
- D. Number of cases closed by a self-service user

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 14

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

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 15

Universal Containers is planning to provide different levels of support to customers in order to ensure its Agents are working within the confines of the Service Level Agreement.

Which feature should the Consultant consider?

- A. Case Milestones

- B. Omni-Channel
- C. Entitlements
- D. Case Escalation

Answer: (SHOW ANSWER)

NEW QUESTION: 16

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

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: 17

Support Managers have requested the ability to provide real-time feedback to Agents during customer chat sessions.

What feature should a consultant configure to meet this requirement?

- A. Push Notifications
- B. Case Feed
- C. Omni-channel Supervisor
- D. Next Best Actions

Answer: C (LEAVE A REPLY)

Explanation

Omni-channel Supervisor is a feature that allows managers to monitor the performance and activity of agents and queues in real time. Managers can view metrics such as agent status, workload, capacity, and chat transcripts. Managers can also provide real-time feedback to agents during customer chat sessions by sending private messages or coaching requests. Verified References: Service Cloud Consultant Certification Guide & Tips, Omni-Channel Supervisor Overview

NEW QUESTION: 18

Universal Containers (UC) recently expanded sales to Mexico and Canada.

a. UC wants OmniChannel to route cases to agents who speak the customer's preferred language and have the right knowledge to solve the issue.

Which solution should a consultant recommend to meet the requirements?

- A. Configure Omni-Channel Skills-based Routing.
- B. Configure Case Assignment rule and Omni-Channel Supervisor.
- C. Configure Omni-Channel Queue-Based Routing.

Answer: A (LEAVE A REPLY)

To meet the requirement of routing cases based on language proficiency and knowledge area, Omni-Channel Skills-based Routing is the best solution. Skills-based routing allows cases to be directed to agents who possess the specific skills required to handle the case, such as language fluency and product expertise, ensuring efficient and effective case resolution.

NEW QUESTION: 19

The Service Manager at Universal Containers is concerned that users will NOT be able to manage cases in the Service Console efficiently and reduce clicks.

Which feature should a Consultant implement to address this concern?

- A. Collapsible Sidebar Components
- B. Configure Macros
- C. Multiple Monitors Components
- D. Console Keyboard Shortcuts

Answer: B (LEAVE A REPLY)

NEW QUESTION: 20

Cloud Kicks is preparing to deploy Omni-Channel Resolution to dispatch work items to service agents. The Head of Service wants to know what should be done during high volume incidents where over 200,000 cases are opened.

- A. Use a Most Available Routing Model which will assign to the agent that is available next.
- B. Set Work Item Size Percentage of Capacity to only consume part of an agent's availability.
- C. Configure an Overflow Assignee with a user or queue outside the routing configuration.
- D. Use a Least Active Routing Model which will assign to the agent that is the least over capacity.

Answer: C (LEAVE A REPLY)

Explanation

This is the recommended solution to handle high volume incidents where over 200,000 cases are opened. An Overflow Assignee is an option that can be configured in Omni-Channel Routing Configurations, which allows CK to specify a user or queue that will

receive work items when the routing configuration reaches its maximum capacity. An Overflow Assignee can help CK distribute the workload and avoid losing work items during peak periods. Verified References: : Overflow Assignee

NEW QUESTION: 21

A customer utilizes a high-volume Service Cloud portal for its Web customer support and is interested in deploying a chat solution.

What should be the first step in configuration and customization?

- A. Enable Live Agent for the organization
- B. Create an iframe to display the chat window
- C. Create user profiles or permission sets
- D. Enable Chatter Messenger for the organization

Answer: A (LEAVE A REPLY)

NEW QUESTION: 22

Cloud Kicks uses Dialer and one-click calling to initiate phone calls to customers. They have recently received complaints from customers who have set their communication preference to email only or text only.

What should a consultant recommend to meet the requirements?

- A. Configure Dialer to use Voicemail Crop by default.
- B. Set the Contact Do not Call field value to true.
- C. Use Dynamic Forms to conditionally hide the one-click field.
- D. Configuration a Validation Rule to block on-click calling.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 23

Metrics show that Universal Containers has a high call abandonment rate using Service Cloud Voice.

Which strategy should a consultant recommend?

- A. Set up escalation rules.
- B. Set up self-service Knowledge.
- C. Set up assignment rules and case queues.

Answer: B (LEAVE A REPLY)

To address a high call abandonment rate, setting up self-service Knowledge in Service Cloud Voice is recommended. Providing customers with easy access to Knowledge articles enables them to find answers to their queries without the need for direct agent interaction, potentially reducing call volumes and call abandonment rates by offering alternative solutions.

NEW QUESTION: 24

Universal Containers has a policy that requires all email traffic to remain within its firewall. Currently, the company has 200 support agents handling email from five different time zones on its legacy system.

When implementing Salesforce, what solution should a consultant recommend for this scenario?

- A. Email-to-Case
- B. Salesforce for Outlook
- C. Web-to-Case
- D. On-Demand Email-to-Case

Answer: (SHOW ANSWER)

Explanation

Standard Web-to-Case with assignment rules is a solution that can accomplish the requirement of allowing customers to log cases with structured data and route based on Urgency and Product Line. Web-to-Case enables customers to submit cases from a company's website using a web form that captures case information and creates a case record in Salesforce. Assignment rules can be used to automatically assign cases to queues or users based on criteria such as Urgency and Product Line. Verified

References: :

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.knowledge_web_to_case_overview.htm&type=5)

[id=sf.knowledge_web_to_case_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.knowledge_web_to_case_overview.htm&type=5) :

https://help.salesforce.com/s/articleView?id=sf.customize_caseassign.htm&type=5

NEW QUESTION: 25

Universal Containers wants to be able to assign cases based on the same criteria they use for chat. Which feature should a consultant recommend?

- A. Chat Queue-based routing
- B. Omni-channel Queue-based routing
- C. Case Skills-based Assignment Rules
- D. Omni-channel Skills-based routing

Answer: B (LEAVE A REPLY)

NEW QUESTION: 26

Cloud Kicks (CK) has multiple product lines. CK is preparing to launch a public knowledge base for customers that will have 2,500 articles. The company wants an easy way for users to find relevant articles based on its product.

What is the recommended method to meet the requirement?

- A. Topics for objects
- B. Data Category groups
- C. Screen Flow

Answer: (SHOW ANSWER)

Using Data Category groups allows Cloud Kicks to organize their large volume of articles by product, making it easier for users to find relevant information. This method enhances the searchability and user experience of the public knowledge base by categorizing articles in a way that aligns with the company's product lines.

NEW QUESTION: 27

Universal Containers customers are encouraged to submit web cases when they find errors or omissions in product documentation. The information is captured on a case with the "Errata" record type. The Technical Writing Manager would like to send an email to the customer that includes details of the correction process.

What should a consultant recommend to meet this requirement?

- A.** Create an assignment rule that sends an email to the case contact when a case with the "Errata" record type is created
- B.** Create an auto-response rule that sends an email to the case contact when a case with the "Errata" record type is created
- C.** Create a workflow rule and email alert action that sends an email to the case contact when a case with the "Errata" record type is created
- D.** Create an Apex trigger that sends an email to the case contact when a case with the "Errata" record type is created

Answer: C (LEAVE A REPLY)

NEW QUESTION: 28

Cloud Kicks (CK) started out as a small shoe company. Now, CK is growing and needs to meet changing customer expectations while also uplifting agent skill sets and organizational success.

In which order would a consultant work through a high-level discussion and planning session with CK?

- A.** Gather organizational vision, map processes, plan metrics, and plan for user feedback.
- B.** Gather organizational vision, map processes, plan for user feedback, and define metrics.
- C.** Gather organizational vision, match appropriate metrics, plan for user feedback, and map processes.

Answer: A (LEAVE A REPLY)

In planning sessions with Cloud Kicks, the recommended approach is to first gather organizational vision, then map out processes, plan key performance metrics, and finally, incorporate a plan for gathering user feedback. This structured approach ensures alignment with organizational goals, efficiency in processes, measurable outcomes, and continuous improvement based on feedback.

NEW QUESTION: 29

Universal Containers wants a mechanism that provides customers access to product installation guides, warranty information.

What solution should the consultant recommend to meet this request?

- A. Create a Customer Experience Cloud site.
- B. Implement Recommended Articles.
- C. Configure Web-to-Case.
- D. Deploy a Partner Central Community.

Answer: (SHOW ANSWER)

Explanation

A Customer Experience Cloud site is a solution that allows customers to access self-service portals, knowledge bases, and communities. It can be used to provide customers with product installation guides, warranty information, and other relevant content. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.customer_experience_cloud.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.customer_experience_cloud_sites.htm&type=5

NEW QUESTION: 30

The VP of Service at Universal Containers wants to make it easier and faster for support reps to send knowledge articles to the customer.

What should a consultant configure to satisfy this request?

- A. Create an auto-response rule to send the article to the customer.
- B. Create a workflow email alert to send the article to the customer.
- C. Create a Lightning email template to send the article to the customer.
- D. Create a macro to send an email with the article to the customer.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 31

universal containers wants to monitor customers social media reactions and opinions.

Agents also want to see recent cases that customer logged.

- A. Social Conversation component
- B. Custom lightning component
- C. Omni channel
- D. Appexchange solution

Answer: A (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

Universal Containers is preparing to implement Service Cloud for its global Support team. Requirements gathering sessions have resulted in a large set of required deliverables. What should a consultant recommend as the next step?

- A. Provide a timeline that addresses all the requirements.
- B. Organize the requirements from largest to smallest.
- C. Prioritize the requirements based on who submitted them.
- D. Identify the requirements needed for initial GoLive.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 33

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

Choose 2 answers

- A. Simplify the interactive voice response (IVR) tree.
- B. Use Assignment rules and case queues.
- C. Set up Email-to-Case.
- D. Add additional agents to lower average hold time.

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 34

A recent review of customer satisfaction surveys revealed that the support center does a poor job of upselling new products to customers. Customers report dissatisfaction when calling for service issues and receiving a sales pitch instead. 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 Next Best Action
- B. Service Analytics Predictions
- C. Visual Remote Assistant

Answer: A (LEAVE A REPLY)

To ensure upselling occurs only when customers are likely to be receptive, implementing Einstein Next Best Action is recommended. This tool uses AI to suggest the most appropriate actions or offers to service agents based on customer context and interaction history, increasing the likelihood of a positive response to upselling efforts while maintaining customer satisfaction.

NEW QUESTION: 35

A Global company requires public documents to be translated into multiple languages. Which implementation should the consultant recommend?

- A. Lightning Knowledge
- B. Salesforce Content
- C. Classic Knowledge
- D. Salesforce Files

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 36

The support manager at Universal Containers is getting inaccurate agent performance reports. After researching the data, the Salesforce admin has identified hundreds of cases that are closed but still owned by a queue.

Which solution should a consultant recommend?

- A. Use Data Loader periodically to assign these cases to a default owner.
- B. Create a case validation rule to ensure cases are owned by a user when closed.
- C. Create a case assignment rule to ensure cases are owned by a user when closed.

Answer: ([SHOW ANSWER](#))

To address the issue of closed cases still owned by a queue, implementing a case validation rule is the most effective solution. This rule can enforce that cases must be transferred to an individual user's ownership before they can be marked as closed. This ensures data accuracy in reports and helps in evaluating agent performance more reliably, as cases will correctly reflect their final ownership status.

NEW QUESTION: 37

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. Set up insert Article into Social post and enable the customer community portal.
- C. Create a Chatter group and invite the customer to join with an external chatter user.
- D. Create a Visualforce page on the customer community portal.

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

Explanation

Setting up communication channel layouts in the object manager to use Insert Article into Social post is a solution that can enable article insertion into social interactions in Lightning Knowledge. Communication channel layouts allow administrators to customize how articles appear in different channels, such as email, chat, or social media. Insert Article into Social post is an action that allows agents to insert articles into social posts using Social Customer Service. Verified References: :

https://help.salesforce.com/s/articleView?
id=sf.knowledge_communication_channel_layouts.htm&type=5 :
https://help.salesforce.com/s/articleView?
id=sf.knowledge_insert_article_content_email.htm&type=5 :
https://help.salesforce.com/s/articleView?
id=sf.social_customer_service_overview.htm&type=5

NEW QUESTION: 38

Ursa Major Solar's support department would like to implement an entitlement process to ensure customers receive the appropriate support based on their service level agreements (SLAs) Which two features need to be configured as part of the implementation?

Choose 2 answers

- A. Workflow Actions
- B. Milestones
- C. Assignment Rule
- D. Escalation Rule

Answer: ([SHOW ANSWER](#))

Explanation

Milestones and Escalation Rules are two features that need to be configured as part of the entitlement process implementation. Milestones are time-dependent steps that represent required service levels, such as first response time or resolution time. Escalation Rules are actions that occur when a milestone is violated, such as sending an email alert or reassigning the case. Verified References: : Milestones : : Escalation Rules

NEW QUESTION: 39

Milestones can be added to which three Object types? Choose 3 answers

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 40

Universal Containers wants to help customers resolve issues by browsing Knowledge articles and submit a case if they need more information.

What should the consultant recommend to meet the requirements?

- A. Allow Comments on Knowledge articles.
- B. Implement Case Assignment Rules.
- C. Enable Chat in an Experience Cloud site.
- D. Create a self-service Help Center.

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

Explanation

Creating a self-service Help Center is a good way to help customers resolve issues by browsing Knowledge articles and submit a case if they need more information. A self-service Help Center is an Experience Cloud site that provides customers with access to Knowledge articles, case management, and other features.

Customers can search for articles that answer their questions, rate and comment on articles, and create cases if they need further assistance. Verified References: Create a Self-Service Help Center

NEW QUESTION: 41

Universal Containers (UC) wants to automate the process of case creation. While conducting a business process review, the consultant learned that in some instances, customers provide UC with digital pictures of the problem. The average attachment size was 34 MB.

Which solution should a consultant recommend?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 42

Universal Containers has implemented Service Cloud in its call center and wants to integrate it with its existing telephony system. All members of staff use a standard build for desktop computers and the IT department has indicated that they are unable to produce a custom desktop build for the call center staff. Which solution should a consultant recommend?

- A. Implement an adapter built on Open CTI.
- B. Implement an adapter using the Telephony API.
- C. Move to a cloud -based telephony system.
- D. Build an adapter using the telephony vendor's toolkit.

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

D. Validation rules

Answer: (SHOW ANSWER)

NEW QUESTION: 44

Service agents at Cloud Kicks frequently encounter duplicate cases from the same customers in different channels.

Management would like to provide a method for service agents to handle duplicates and delete one of the cases.

Which action should a consultant recommend?

- A. Enable Case Merge.
- B. Set up duplicate rules on Case.
- C. Create an autolaunched Flow,

Answer: (SHOW ANSWER)

To address the issue of duplicate cases from the same customers in different channels, enabling the Case Merge feature is recommended. This allows service agents to easily identify and merge duplicate cases, ensuring a consolidated view of customer issues and preventing redundant work.

NEW QUESTION: 45

Cloud Kicks is migrating from an external knowledge base to Salesforce Knowledge.

Currently, users can select from 8 top-level topics. Each topic has 250 subtopics, arranged into a hierarchy that is 10 levels deep.

What should a consultant recommend?

- A. Reorganize into a hierarchy with 6 or fewer levels.
- B. Organize up to 200 categories in each category group.
- C. Consolidate into 3 or fewer category groups.
- D. Assign up to 10 data categories per category group to each article.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 46

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

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

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: 47

Universal Containers recently deployed a Salesforce Knowledge implementation and wants to evaluate the quality of the articles being produced.

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

- A.** Develop custom Knowledge reports and dashboards.
- B.** Create a review board to evaluate and manage Knowledge articles.
- C.** Install the Knowledge Base Dashboards & Reports AppExchange package.

Answer: (SHOW ANSWER)

To efficiently gather information on Knowledge article usefulness, installing the Knowledge Base Dashboards & Reports package from Salesforce AppExchange is advisable. This package provides pre-built reports and dashboards designed specifically for Salesforce Knowledge, enabling quick insights into article performance, usage, and feedback, facilitating continuous improvement in Knowledge management.

NEW QUESTION: 48

Cloud Kicks (CK) plans to deploy Service Cloud. Customers have different levels of support available. CK is unsure whether Entitlements only or Entitlements plus Service Contracts is the correct solution.

Which question should be asked to determine the preferred solution?

- A.** Do multiple versions of the entitlements need to be created and maintained?
- B.** Is support provided on a periodic basis and renewed annually?
- C.** Do Service Agents need to determine whether a customer is eligible for support?
- D.** Will customers access self-service resources through Experience Cloud?

Answer: B (LEAVE A REPLY)

Explanation

This is the question that should be asked to determine the preferred solution, because it indicates whether CK needs to use Service Contracts or not. Service Contracts are agreements between a company and a customer that specify the duration and level of support for a product or service. If CK provides support on a periodic basis and renews it annually, then they should use Service Contracts along with Entitlements. If CK provides support based on other factors, such as number of cases or products purchased, then they can use Entitlements only. Verified References: : Service Contracts and Entitlements

NEW QUESTION: 49

Universal Containers (UC) has deployed a call center using open CTI. Call center agents are organized into four groups reflecting UC's four different product lines. Each group's manager would like a report on their agents' daily call volume, including related case and contact information.

How should the consultant recommend the report be created?

- A.** Build a Summary report on Products and Activities.
- B.** Set up a reporting snapshot of the case, contact and activity objects.
- C.** Create a Custom Report type with activities as the primary object.
- D.** Customize the My Teams Calls this week standard report.

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

Explanation

Creating a Custom Report type with activities as the primary object is the recommended way to create a report on agents' daily call volume, including related case and contact information. A Custom Report type is a type of report that allows you to select the objects and fields that you want to report on, as well as define the relationships between the objects. By selecting activities as the primary object, you can report on the calls that agents have made or received, as well as filter them by date, duration, or status. By selecting case and contact as related objects, you can report on the details of the cases and contacts that are associated with the calls, such as case number, case owner, contact name, or contact phone number. Verified References: Service Cloud Consultant Certification Guide & Tips, Create Custom Report Types

NEW QUESTION: 50

Universal Containers wants to implement Omni Channel within Service Cloud for its representatives. What is the first step required to configure Omni Channel?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 51

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

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

Explanation

These three solutions will help achieve the mission statement of empowering customers to interact with Universal Containers in the way of their choosing. Creating a central "Contact Us" page will provide customers with a clear and easy way to find all the available channels of support, such as phone, email, web, chat, etc. Optimizing the customer community for mobile devices will ensure that customers can access the same support features on their smartphones or tablets as they can on their desktops. Enabling customers to be emailed FAQs by accessing the interactive voice response 24 hours per day will allow customers to get self-service support even when the call center is closed.

Verified References: Create a Contact Us Page, [Optimize Your Community for Mobile Devices], [Send Email from Interactive Voice Response]

NEW QUESTION: 52

Service Representatives are complaining that their Lightning Service Console is too crowded making it difficult to find the tabs and features they need. After reviewing the Service Representatives console use, all configured features are required. Which solution should a Consultant suggest to improve the efficiency of console users?

- A. Enable Keyboard shortcuts
- B. Define criteria-based record page components
- C. Configure Macros
- D. Create multiple Console layouts

Answer: B (LEAVE A REPLY)

Explanation

Criteria-based record page components are components that only display on a record page when certain conditions are met. For example, you can show a component only when the case status is closed, or when the case priority is high. This way, you can reduce the clutter on the Lightning Service Console and make it easier for service representatives to find the tabs and features they need. You can use the Lightning App Builder to define criteria-based record page components for different objects and apps. Verified References: [Criteria-Based Record Page Components]

NEW QUESTION: 53

Universal Containers has implemented Knowledge-Centered Support (KCS). Specific article types and categories require approval. Both the Publish Articles and the Submit for Approval buttons 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. Update the Approval Process to Auto-launch.
- B. Create a Lightning Web Component action for Approval Process.
- C. Create an autolaunched Flow.

Answer: C (LEAVE A REPLY)

An autolaunched Flow can automate the approval process for Salesforce Knowledge articles by triggering the submission for approval based on specific criteria, such as article type or category. This method ensures that articles requiring approval are automatically sent through the approval process, reducing the reliance on agents to remember to submit articles manually. It streamlines the publishing workflow, ensuring compliance with Knowledge-Centered Support (KCS) practices and organizational requirements.

NEW QUESTION: 54

What statement is true about the Salesforce Knowledge article lifecycle?

- A. Article permission sets allow agents to participate in the article publishing process
- B. Approval process CANNOT allow publishing of articles that have specific validation statuses
- 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: A (LEAVE A REPLY)

NEW QUESTION: 55

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 56

UC has created permission sets granting access to object and fields in one of its sandboxes. How should a consultant deploy this permission set to prod?

- A. Change set
- B. Manually create the Permission sets
- C. Create an Unmanaged package
- D. Publish a Managed package

Answer: A (LEAVE A REPLY)

Explanation

A Change Set is the deployment solution that a consultant should use to deploy permission sets granting access to objects and fields from one of its sandboxes to Production. A Change Set is a collection of metadata components that can be deployed from one Salesforce org to another. A Change Set can be used to deploy permission sets, which are sets of permissions and settings that grant users access to various tools and functions in Salesforce. Permission sets can be used to extend users' functional access without changing their profiles. Verified References: [Service Cloud Consultant Certification Guide & Tips], Change Sets Overview

NEW QUESTION: 57

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. Define a custom List View.
- B. Keep all open in tabs.
- C. Use a second Console session.
- D. Add History to the Utility bar.

Answer: (SHOW ANSWER)

NEW QUESTION: 58

Universal Containers requires that users have the ability to view specific cases, as determined by the Product Type field on the case. When a case is created or closed, an email should be sent only to users who have access to the case.

Which feature should a consultant recommend to meet these requirements?

- A. Case teams
- B. Case swarms
- C. Account teams

Answer: A (LEAVE A REPLY)

Case teams in Salesforce allow for collaborative case management by enabling a group of users to work on cases together. By using case teams, Universal Containers can specify which users have access to cases based on the Product Type field. Additionally, workflow rules or process builders can be configured to send emails to case team members when a

case is created or closed, ensuring that only those with access to the case are notified, thus meeting the requirements.

NEW QUESTION: 59

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

Answer: (SHOW ANSWER)

NEW QUESTION: 60

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. Set up Milestones.
- C. Create an Entitlement Process.
- D. Configure Service Contracts.

Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 61

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 published article views.
- C. Number of articles associated to cases.
- D. Number of content packs attached to cases.
- E. Number of Chatter files attached to cases.

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: 62

Universal Containers wants to reduce incoming support phone call volume. What action can be taken to meet this requirement? Choose 2 answers.

- A. Enable service contracts and entitlements.
- B. Leverage Live Agent for web-based chat.
- C. Implement Salesforce Knowledge on a portal.
- D. Implement Salesforce Console for Service to support agents.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 63

Cloud Kicks (CK) has recently started using Entitlements within its support process. However, CK has found many cases with inaccurate data. As many Entitlements are similarly named, service agents are selecting Entitlements that are not associated with the Account assigned on the Case.

What is the recommended method to meet the requirements?

- A. Lookup Filter
- B. Auto-Add Milestones
- C. Cross-Object Formula
- D. Approval Process

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

Explanation

A Lookup Filter is the recommended method to meet the requirement of preventing service agents from selecting entitlements that are not associated with the account assigned on the case. A Lookup Filter is a type of filter that restricts the values and records that are available in a lookup field based on criteria and conditions. A Lookup Filter can be used to limit the entitlements that are available in the Entitlement Name lookup field on the case page layout based on the Account Name field value. This way, service agents can only select entitlements that belong to the same account as the case. Verified References: Service Cloud Consultant Certification Guide & Tips, Define Lookup Filters

NEW QUESTION: 64

Ursa Major Solar provides onsite support for customers' solar panels. Dispatched technicians work in a specific geography during set hours of the day. Managerrefit wants to minimize the number of rescheduled appointments by ensuring technicians have the required products to complete repairs.

Which feature should a Service Cloud consultant recommend?

- A. Field Service Inventory
- B. Work Order Assignment
- C. Operating Hours and Shifts
- D. Service Appointment Bundling

Answer: ([SHOW ANSWER](#))

Explanation

Field Service Inventory is a feature that can help minimize the number of rescheduled appointments by ensuring technicians have the required products to complete repairs. Field Service Inventory allows administrators to track and manage the inventory of products that technicians need to perform their work, such as parts, tools, or consumables. Field Service Inventory can help assign products to technicians based on their skills, location, and availability, as well as replenish products from warehouses or suppliers.

Verified References: : [https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.field_service_inventory_overview.htm&type=5)

[id=sf.field_service_inventory_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.field_service_inventory_overview.htm&type=5) :

https://help.salesforce.com/s/articleView?id=sf.field_service_inventory_setup.htm&type=5

NEW QUESTION: 65

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

Which two deployment solutions should a consultant use to ensure skills-based routing is operational in Production Choose 2 answers

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

Answer: B,C (LEAVE A REPLY)

Explanation

These are two deployment solutions that the consultant should use to ensure skills-based routing is operational in Production. Change Sets are tools that allow administrators to deploy changes from one Salesforce org to another, such as custom objects, fields, workflows, or profiles. Change Sets can be used to deploy the configuration changes related to skills-based routing, such as service channels, routing configurations, or routing rules. Data Loader is a tool that allows administrators to import or export data from Salesforce, such as records, attachments, or documents. Data Loader can be used to migrate the data related to skills-based routing, such as skills, skill assignments, or queues. Verified References: :

<https://help.salesforce.com/s/articleView?id=sf.changesets.htm&type=5> :

https://help.salesforce.com/s/articleView?id=sf.data_loader.htm&type=5

NEW QUESTION: 66

Universal Containers' leadership wants to reduce the level of effort required to get the right people involved to resolve service issues more quickly.

What should the consultant recommend to distribute cases?

- A. Create queues with support agents and use assignment rules.
- B. Predefine case teams and use assignment rules.
- C. Configure Web-to-Case and use assignment rules,

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

To efficiently distribute cases and get the right people involved for quicker resolution, creating queues that group support agents by expertise or function and utilizing assignment rules to automatically route cases to the appropriate queues is recommended. This approach streamlines case distribution, ensuring cases are handled by agents best equipped to resolve them promptly.

NEW QUESTION: 67

Universal Containers has millions of customers in Salesforce, but only a very small percentage have opened support cases in the past. Recently, Universal Containers has implemented a Customer Community and plans to allow customers to be authenticated users to increase self-service rates. Which two methods should be used to enable the customers on the Community? Choose 2 answers

- A. Identify active Customers and send them registration instructions via email.
- B. Have agents manually create Users when Community access is requested by Customers.
- C. Send email notifications to all Customers to join the Community.
- D. Have agents provide Customers with Community registration instructions when working a case.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 68

Cloud Kicks (CK) provides customized support based on product line and plans to expand from voice-only support. Support agents are certified on one or more specific product lines. CK would like to provide support through chat, social, email, video, and web and are striving for a consistent customer experience. Agents will be trained in one or two of the new support methods, in addition to voice support.

What is the recommended solution to meet the requirements?

- A. Knowledge One with Article Recommendations
- B. Experience Cloud with self-support
- C. Omni-Channel with Skills-Based Routing.
- D. Live Agent and Live Message

Answer: ([SHOW ANSWER](#))

Explanation

Omni-Channel with Skills-Based Routing is the recommended solution to meet the requirements of Cloud Kicks (CK). Omni-Channel is a feature that allows you to manage the distribution and prioritization of work items (such as cases, chats, leads, or orders) across different channels (such as voice, chat, social, email, video, and web) and agents. Skills-Based Routing is a type of routing model that assigns work items to agents based on their skills and skill levels. For example, an agent who is certified on a specific product line and trained in chat support can receive chat requests related to that product line. Omni-

Channel with Skills-Based Routing can help CK provide support through multiple channels, ensure a consistent customer experience, and match work items with agent expertise. Verified References: Service Cloud Consultant Certification Guide & Tips, Omni-Channel Overview, Set Up Skills-Based Routing

NEW QUESTION: 69

DreamMouse Realty would like to provide a user-friendly way for clients to apply for a home loan through an Experience site. Many times, clients do not complete all of the information and a loan specialist needs to finish the submission.

How should the administrator configure Salesforce to meet the requirements?

- A. Add a custom Lightning component to the site and the Case Lightning record page.
- B. Post a web to case form on the site and assign the case to the specialist for completion.
- C. Use email to case for the client to submit the relevant information to the specialist.
- D. Create a screen-based flow accessible from the Experience site and internally.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 70

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

Answer: ([SHOW ANSWER](#))

Explanation

These are two actions that will improve the performance of the case list views that are slow to load because of the large number of cases in the system. Filtering the views by case owner will limit the number of records returned by the views and make them load faster. Reducing the number of fields displayed will also reduce the amount of data rendered by the views and improve their speed. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.reports_listviews_bestpractices.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.reports_listviews_create.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.reports_listviews_create.htm&type=5

NEW QUESTION: 71

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

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

NEW QUESTION: 72

The Service Desk at Universal Containers is considering implementing a Service Console and is considering using Lightning Experience. Which three features are available only in Classic? Choose 3 answers

- A. Keyboard Shortcuts
- B. Dynamic list updates
- C. Multi-monitor support
- D. Case hover
- E. Quick Text

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 73

Which search mechanism should be used to find case comments from within the lightning service console?

- A. Search utility component
- B. Comment search component
- C. Comments list view
- D. Global search

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

Explanation

Global search is a search mechanism that allows users to find records and information across multiple objects and fields in Salesforce. Global search can be used to find case comments from within the Lightning Service Console by entering keywords in the search box and selecting Case Comments from the drop-down list. Users can also filter the search results by fields such as case number, case owner, or comment date. Verified References: Service Cloud Consultant Certification Guide & Tips, Find What You Need with Search

NEW QUESTION: 74

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

- A. Design a custom object to track credit requests and route them regionally using assignment rules

B. Use Web-to-Lead to capture the credit requests and assign them to regional teams using workflow rules.

C. Use cases to track the credit requests and route them to regional teams using assignment rules

D. Enable the self-service portal to generate logins for the hospital staff by region.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 75

Universal Containers' customer support management wants to provide proactive communications to customers who are likely to provide low customer satisfaction (CSAT) scores Which two customer-related metrics should the customer support management analyze?

Choose 2 answers

A. Escalated cases by account month-to-date

B. High priority cases opened by account month-to-date

C. Time spent by account year-to-date

D. New cases opened by account channel

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 76

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. Reduced issue resolution time

C. Reduced support channels

D. Increased call deflection

E. Optimized use of resources

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

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 78

Ursa Major Solar sells highly technical products that require specific expertise for configuration changes and troubleshooting. A mobile workforce can be dispatched to support customers. Dispatching a worker comes at a high cost, and available appointment times are typically several weeks in the future.

What is the recommended method to improve the support experience while providing expert-level support?

- A. Visual Remote Assistant
- B. Omni-Channel Routing
- C. Workforce Engagement Self Scheduling
- D. Field Service Scheduler

Answer: D (LEAVE A REPLY)

NEW QUESTION: 79

Universal Containers is implementing a call center using CTI (Computer-telephony integration).

Which three items, at a minimum, must be implemented and deployed to ensure success? Choose 3 answers

- A. Configure IVR auto response
- B. Configure call center definition
- C. Assign users to a call center
- D. Deploy Call Center Directory
- E. Install CTI adapter using open CTI

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

NEW QUESTION: 80

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 81

How can a Contact Center Manager see which Service Representatives have not accepted new Cases recently using the Lightning Service Console?

- A. Omni-Channel Utility Component
- B. Cases report sorted by Rep and Case Owner
- C. Cases report sorted by Rep and Case CreatedDate
- D. Omni-Channel Supervisor tab

Answer: (SHOW ANSWER)

Explanation

The Omni-Channel Supervisor tab is a feature that allows managers to see which service representatives have not accepted new cases recently using the Lightning Service Console. It provides real-time data on the status, capacity, workload, and performance of agents and queues. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.omnichannel_supervisor_tab.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.omnichannel_supervisor_monitor_agents.htm&type=5

NEW QUESTION: 82

Universal Containers Call Center Agents have limited visibility to customer support levels, resulting in inconsistent response times and lengthened resolution times. Which two recommendations should a Consultant recommend to improve the agent experience and reduce response and resolution times? Choose 2 answers

- A. Configure Assignment Rules based on Case Priority.
- B. Add the Entitlements related list to the Account Page Layout.
- C. Create a Report of all active Entitlements grouped by Customers.
- D. Configure Success, Warning, and Violation Actions for Milestones.

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 83

Universal Containers email policy requires that all email traffic remain within its firewall. Currently, the company has 200 support agents handling email from five different time zones.

Which solution should a consultant recommend?

- A. Web-to-Case
- B. Email-to-Case
- C. Salesforce for Outlook
- D. On-Demand Email-to-Case

Answer: (SHOW ANSWER)

Explanation

Email-to-Case is a solution that can meet the requirement of Universal Containers' email policy that requires all email traffic to remain within its firewall. Email-to-Case allows administrators to set up an email service that runs on their own servers and converts email messages into cases in Salesforce. Email-to-Case does not require any email messages to be sent or received outside the company's firewall, unlike On-Demand Email-to-Case.

Verified References: :

https://help.salesforce.com/s/articleView?id=sf.case_email_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.case_email_email2case.htm&type=5

NEW QUESTION: 84

Cloud Kicks is planning to provide different levels of support to customers in order to ensure its agents are working within the confines of the service-level agreements (SLAs). Which feature should the consultant consider?

- A.** Entitlements
- B.** Case Management
- C.** Service Contracts

Answer: A (LEAVE A REPLY)

To provide different levels of support and ensure adherence to service-level agreements (SLAs), utilizing Entitlements is recommended. Entitlements define customers' rights to specific support services and SLAs, enabling Cloud Kicks to manage and enforce different support levels effectively, ensuring that agents deliver the appropriate level of service to each customer.

NEW QUESTION: 85

For which purpose should a contact center use visual workflow?

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 86

Cloud Kicks wants to standardize its service KPIs for response time and first case closure rates.

Individual service agents, team leaders, regional directors, and the VP of service should see the same KPIs calculated using only the data the user can access.

What is the recommended running user to meet the requirements?

- A.** Let the dashboard viewers choose
- B.** The user creating the dashboard
- C.** The VP of service

D. The dashboard viewer

Answer: (SHOW ANSWER)

Explanation

The dashboard viewer is the recommended running user to meet the requirements of standardizing the service KPIs for response time and first case closure rates. The dashboard viewer is a setting that allows the dashboard to display data according to the security settings of the user who is viewing it. This means that each user will see the same KPIs calculated using only the data they can access. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.dashboards_running_user.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.dashboards_dynamic.htm&type=5

NEW QUESTION: 87

Universal Containers (UC) wants customers to be notified by email when their issue is resolved. The notification should contain a reference link in the form of their case number. The customer should be able to click the link and be redirected to the resolved case in UC's Community. Which three features must be configured to accomplish this? Choose 3 answers

- A. Email Relay
- B. Email Alert
- C. Workfl
- D. Email Template
- E. Assignment Rule

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

NEW QUESTION: 88

Universal Containers wants to implement Knowledge to assist agents with the resolution of cases. Which three recommendations should a consultant make to meet this requirement? Choose 3 answers

- A. Enable article customization for open cases.
- B. Enable agents to create their own personal articles.
- C. Enable suggested articles on new cases.
- D. Enable article submission during case close.
- E. Create an email template to send articles as PDF attachments.

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

Explanation

Enabling suggested articles on new cases, enabling article submission during case close, and creating an email template to send articles as PDF attachments are recommendations that a consultant should make to assist agents with the resolution of cases using Knowledge. Suggested articles are a feature that automatically recommends relevant articles to agents based on the case information. Agents can view the suggested articles in the case feed or the knowledge sidebar, and attach them to the case or email them to the

customer. Article submission during case close is a feature that allows agents to create new articles or update existing articles from the case resolution page. Agents can use this feature to capture and share their knowledge after resolving a case. An email template is a type of template that can be used to create and send emails from Salesforce. An email template can include merge fields, images, links, and other formatting options. An email template can also include a knowledge article as an attachment or a link. Agents can use this feature to send an email with the article to the customer from the case record page or the Service Console. Verified References: Service Cloud Consultant Certification Guide & Tips, Suggested Articles Overview, Submit Articles During Case Close, Create Lightning Email Templates

NEW QUESTION: 89

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: (SHOW ANSWER)

NEW QUESTION: 90

what should a consultant recommend to ensure chat request contain enough information for customer service representatives to effectively respond?

- A. Configure a chat validation rule
- B. Customize the pre chat form
- C. Customize the lightning console chat page
- D. Configure Lightning Guided Engagement

Answer: B (LEAVE A REPLY)

NEW QUESTION: 91

The support manager at Universal Containers wants to improve visibility to cases across the organization and has decided that product managers should be more involved in the case management process. The support manager has created predefined case teams for each product and trained support agents to add the appropriate case team to each case. Which solution allows product managers to quickly see and review the cases that are created for their products?

- A. Configure a Case list view filtered by My Cases.
- B. Configure a Case related list on the Product page layout.
- C. Configure a Case list view filtered by My Case Teams.

Answer: (SHOW ANSWER)

Configuring a Case list view filtered by "My Case Teams" allows product managers to quickly see and review cases associated with their product teams. This solution leverages the predefined case teams for each product, making it easy for product managers to filter and access relevant cases, improving visibility and involvement in the case management process.

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: 92

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

Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 93

Universal Containers (UC) is planning to use Service Cloud Messaging to send SMS messages to customers. Messages are always between 175 and 255 characters. What should the consultant recommend that UC use for messaging?

- A. SMS Long Code
- B. SMS Enhanced
- C. SMS Short Code

Answer: A (LEAVE A REPLY)

For sending SMS messages between 175 and 255 characters, using SMS Long Code is recommended. Long Codes are standard telephone numbers used for longer text message communications, suitable for more detailed SMS interactions with customers while providing a more personalized experience.

NEW QUESTION: 94

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

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

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

NEW QUESTION: 95

Cloud Kicks uses Service Cloud and Slack. For difficult cases service agents want to create a swarm in Slack to pull in experts from multiple How should the consultant recommend an agent launch a swarm?

- A. Quick Action
- B. Apex Trigger
- C. Dynamic Form
- D. Scheduled flow

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 96

Which three processes are use cases for Visual Workflow? Choose 3 answers

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

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

NEW QUESTION: 97

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

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

NEW QUESTION: 98

The Support Manager at Universal Containers is getting inaccurate agent performance reports. After researching the data, the Salesforce Administrator has identified hundreds of cases that are closed, but still owned by a queue.

Which two solutions should a Consultant recommend to correct this problem? Choose 2 answers

- A. Create a case validation rule to ensure cases are owned by a user when closed.
- B. Create a Process Builder and Flow to change the owner on closed cases.
- C. Create a case assignment rule to ensure cases are owned by a user when closed.
- D. Use a data tool to update the owner field on closed cases.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 99

Cloud Kicks (CK) recently implemented Knowledge Centered Support to improve the expertise of its agents. The pilot focused on creating articles for the most common support topics. After the pilot, customer satisfaction has improved and average call time has decreased. To continue improving KPIs, CK wants to know where to focus its efforts next. Which Knowledge dashboard should a consultant use?

- A. Most Linked Articles
- B. Search Activity Gaps
- C. Most Revised Articles
- D. Top Articles sorted descending

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

NEW QUESTION: 100

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 101

Universal containers would like to implement a solution to hold service reps accountable to customer service level Agreements. Which two steps are necessary to satisfy this requirement? Choose 2 answers

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

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

NEW QUESTION: 102

Universal Containers wants to implement a new web presence to support its customers. It has provided the following requirements:

- * Ability for visitors to search Knowledge articles without registering or logging in
- * Ability for over one million registered customers to securely submit cases and view the status of those cases
- * Ability to display white papers to registered customers
- * Ability for registered customers to save favorite Knowledge articles for easy access later

What should the consultant recommend as part of the solution?

- A.** Implement Customer Communities with Knowledge.
- B.** Implement Partner Communities with Knowledge.
- C.** Implement Customer Communities with Content.
- D.** Implement Employee Communities with Content.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 103

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 104

Universal containers is looking for ways to provide more proactive support and to promote its brand on the internet with minimal investment. A consultant recommends installing the Social Customer Service Start Pack.

Which two feature should the consultant recommend as part of the deployment?

- A.** Select two Twitter or Facebook accounts.
- B.** Create and assign permission sets to give agents social account access.
- C.** Retrieve Social Studio credentials.
- D.** Enable the Moderation feature to automatically create cases from posts.

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

Explanation

Customer Community Login licenses are used for external users who access Experience Cloud sites and need to view and execute reports with the ability to "Run as specified user". This license type allows users to create and manage cases, as well as access custom objects and tabs. Customer Community Login licenses are based on the number of monthly logins and are suitable for occasional users who do not need full access to standard CRM functionality. Verified References: Service Cloud Consultant Certification Guide & Tips, Experience Cloud User Licenses

NEW QUESTION: 105

UC wants to reduce incoming support phone call volume. What action can be taken to meet this requirement? Choose 2 answers.

- A. Implement Service Cloud console to support agents
- B. Implement Salesforce Knowledge on a portal
- C. Leverage Live Agent for web-based chat
- D. Enable service contracts and entitlements

Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 106

Universal Containers (UC) created a new mobile app that enables customers to place orders and track fulfillment. UC wants to quickly embed customer service into the new mobile app. Which two features should be added to meet this requirement? Choose 2 answers

- A. Field Service Lightning
- B. Service Cloud SOS
- C. Chatter Groups
- D. Salesforce Knowledgebase

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: 107

Cloud Kicks uses the Service Console, Service agents frequently link related cases to each other, Service agents have asked to see the most recent feed activity on the related case without having to manually open the record.

Which feature should a Service Cloud consultant recommend to improve the user experience?

- A. Macro to open related cases
- B. Quick Actions added to the case page
- C. Actions and Recommendations component
- D. Customized case hovers

Answer: D (LEAVE A REPLY)

NEW QUESTION: 108

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

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

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 109

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 110

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

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 111

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

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

NEW QUESTION: 112

Universal Containers (UC) added a channel to the Service Cloud deployment. UC wants the functionality to include the ability to log the case thread and store attachments to the case record.

Which channel should a consultant recommend to meet these requirements?

- A. Email-to-case
- B. Social Customer Service
- C. Chat
- D. Web-to-case

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

Explanation

Email-to-case is a channel that meets the requirements of logging the case thread and storing attachments to the case record. Email-to-case is a feature that allows you to automatically create cases from incoming emails sent to your company's support addresses. Email-to-case preserves email formatting and supports HTML emails with embedded images. Email-to-case also captures email attachments and adds them to the case record. Email-to-case tracks the entire email conversation between the customer and the agent, and logs it as a case thread on the case feed or case comments. Verified References: Service Cloud Consultant Certification Guide & Tips, Email-to-Case Overview

NEW QUESTION: 113

Cloud Kicks has recently implemented two-way mobile messaging to increase the efficiency of the support team. The company uses key performance indicators (KPIs) to measure the success of the implementation.

Which metric should a consultant use to measure the effectiveness of two-way mobile messaging?

- A. Average Handle Time
- B. Reduced Call Volume
- C. Total Open Cases

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

To measure the effectiveness of two-way mobile messaging, the Average Handle Time (AHT) metric is suitable. AHT assesses the efficiency of conversations and problem resolution through messaging, providing insights into how this channel impacts support team performance and customer satisfaction, helping to evaluate the success of the implementation.

NEW QUESTION: 114

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

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

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

NEW QUESTION: 115

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: ([SHOW ANSWER](#))

NEW QUESTION: 116

Cloud Kicks (CK) wants to adopt artificial intelligence (AI) for improving case closure key performance indicators (KPIs) and product support planning within its Service organization. CK has at least 1,000 closed cases from which it can predict accurate values for fields that are empty. CK has yet to implement any Einstein AI products.

Which approach should the consultant recommend to start AI efforts at CK?

- A.** Review and address Case data issues and set up Einstein Classification Apps.
- B.** Review and address Case data issues and set up Einstein Article Recommendations.
- C.** Confirm there are enough closed cases and turn on Einstein Service AI Grounding with Cases.

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

To start AI efforts for improving case closure KPIs and product support planning, reviewing and addressing case data quality issues is essential before setting up Einstein Classification Apps. This approach ensures the AI models are trained on clean, reliable data, enhancing the accuracy of predictions for empty fields and overall effectiveness of the AI implementation in the Service organization.

NEW QUESTION: 117

Universal Containers (UC) is preparing to implement Service Cloud and wants to onboard its global support team. UC is gathering feedback from the support team about how they

will use Service Cloud. Requirements gathering sessions have resulted in a large set of deliverables.

What should a consultant recommend as the next step?

- A. Identify and prioritize the requirements for the minimum viable product.
- B. Prioritize the requirements based on the stakeholder who submitted them.
- C. Prioritize the requirements based on requests from the regions.

Answer: (SHOW ANSWER)

Identifying and prioritizing the requirements for a minimum viable product (MVP) allows for a focused and phased approach to the Service Cloud implementation. This strategy ensures that the most critical functionalities are developed and deployed first, providing immediate value while allowing for iterative enhancements based on feedback and additional requirements.

NEW QUESTION: 118

Which feature should a consultant recommend to allow a tier 2 service representative to take over case processing from tier 1 and know how far tier 1 had progressed in troubleshooting?

- A. Lightning Row Component
- B. Lightning Guided Engagement
- C. Service Console Macros
- D. Path for Cases

Answer: D (LEAVE A REPLY)

Explanation

Path for Cases is a feature that can allow a tier 2 service representative to take over case processing from tier 1 and know how far tier 1 had progressed in troubleshooting. Path for Cases is a feature that allows administrators to define the key stages and steps for resolving cases in Salesforce. Path for Cases can help agents track the progress of each case and see the guidance and tips for each stage. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.path_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.path_setup_cases.htm&type=5

NEW QUESTION: 119

A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system.

A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system.

Which two metrics can be used to assess the success of the new workforce management system? Choose 2 answers

- A. Number of calls offered
- B. Schedule adherence
- C. Agent utilization

D. Quality monitoring score

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 120

Cloud Kicks (CK) has created hundreds of Knowledge articles about its products. The articles have been attached to closed cases. A new product release will require changes to dozens of articles. After revising the articles, CK wants to see that a prior article version was associated with the closed cases.

What is the recommended method to meet the requirements?

- A. Use the Clone option to create a new article.
- B. Select Flag as new version' checkbox when publishing.
- C. Enable Knowledge User for Service Agents.
- D. Use Smart Link to Article to select the prior version.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 121

The VP of Services at Universal Containers wants to reduce call center staffing. One of the initiatives is to deflect customer's interaction with a support agent while still providing relevant answers to the customer.

How can a consultant automate the use of suggested articles to accomplish this goal?

- A. On-demand email to case
- B. While holding for a support agent
- C. Web-to-case question
- D. An email to case inquiry

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: 122

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 enforce service levels with the time-dependent processes

- B. Ability to specify unique service levels for each customer
- 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: B,D (LEAVE A REPLY)

NEW QUESTION: 123

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 124

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 article actions to each group.
- B. Assign article managers to public groups and specific publication states 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: A (LEAVE A REPLY)

NEW QUESTION: 125

A consultant is working on a Service Cloud implementation with a fixed budget and timeline. Additional requirements were discovered early on that will result in the project exceeding timeline and budget constraints.

What is the first step the consultant should take to address the issue?

- A. Incorporate the additional requirements to the project scope and continue with the original project schedule.
- B. Prepare a change order to account for the additional requirements and communicate the new project schedule.
- C. Document the gap in requirements and discuss the schedule and budget Impact with the project team.

Answer: (SHOW ANSWER)

When additional requirements are discovered that impact the project's timeline and budget, preparing a change order to account for these requirements is the first step. This involves

adjusting the project scope, timeline, and budget to accommodate the new requirements, ensuring that all stakeholders are aligned and informed about the changes and implications for the project's delivery.

NEW QUESTION: 126

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

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 127

Cloud Kicks (CK) provides varying levels of support based on the customer's Service Contract. For customer with a Gold Service Contract, agents must provide a response to each customer contact within the 24 hours. CK plans to use Milestones.

What is the recommended Milestone Recurrence Type to meet the requirements?

- A. Sequential
- B. Auto-Add
- C. No Resource
- D. Independent

Answer: A (LEAVE A REPLY)

NEW QUESTION: 128

What is a common deflection technique to reduce the number of interactions for a contact center?

- A. Suggest articles for an Email-to-Case question.
- B. Recommend articles prior to a Chat session.
- C. Recommend articles during a call from a support agent.

Answer: B (LEAVE A REPLY)

A common deflection technique to reduce contact center interactions is to recommend Knowledge articles to customers before they initiate a Chat session. This proactive approach can resolve customer queries without the need for direct agent interaction, improving efficiency and customer satisfaction by providing immediate solutions.

NEW QUESTION: 129

Cloud Kicks (CK) is a global company with multiple product lines. CK is preparing to launch a public knowledge base for customers that will have 2,500 articles. The company wants an easy way for users to find relevant articles based on their location and product.

What is the recommended method to meet the requirement?

- A. Article Translation
- B. Data Category Groups
- C. Chatter Answers
- D. Data Category Visibility

Answer: (SHOW ANSWER)

Explanation

Data Category Groups are the recommended method to meet the requirement of allowing users to find relevant articles based on their location and product. Data Category Groups are collections of data categories that are used to classify articles or other types of content based on topics or criteria that make sense for your business.

Data Category Groups can be used to control the visibility and searchability of articles for different users and communities. For example, you can create a Data Category Group for Location and another one for Product, and assign data categories for each location and product that you support. You can then assign data category visibility to users or communities based on their location and product preferences, so that they only see the articles that are relevant to them. Verified References: Service Cloud Consultant Certification Guide & Tips, Data Categories Overview

NEW QUESTION: 130

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 131

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 132

Universal Containers (UC) wants to report on how many customers with Service Contracts have specific entitlements to determine if UC's support offerings should be adjusted.

Which feature should the consultant recommend?

- A. Build a joined report.
- B. Build a dashboard.
- C. Build a custom report type.

Answer: (SHOW ANSWER)

Creating a custom report type allows for more flexibility in reporting by combining different objects and their relationships, such as Service Contracts and Entitlements in this case. Universal Containers can use a custom report type to specifically analyze customers with Service Contracts and their associated entitlements, providing insights into support offerings and potential adjustments.

NEW QUESTION: 133

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 134

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

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

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

NEW QUESTION: 135

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. Contact Requests
- B. Social Customer Service

C. Embedded Chat Window

D. Open CT1

Answer: C (LEAVE A REPLY)

Explanation

Embedded Chat Window is the functionality that a consultant should recommend implementing to resolve the issue of heavy amount of phone calls and customer complaints about the hold time. Embedded Chat Window is a feature that allows customers to interact real-time with support agents from their computers and mobile devices. Embedded Chat Window can be added to any website or mobile app with a few lines of code.

Customers can initiate a chat session by clicking on a chat button or widget, and agents can respond using the Service Console. Embedded Chat Window also supports features such as pre-chat forms, chat transcripts, chat transfer, file transfer, and chatbot integration. Embedded Chat Window can help reduce the volume of phone calls and improve customer satisfaction by providing an alternative and convenient channel for customers to get support for complex product issues. Verified References: Service Cloud Consultant Certification Guide & Tips, Embedded Chat Service Overview

NEW QUESTION: 136

Universal Containers has recently implemented Chat and is looking for recommendations about how to improve agents' ability to find the appropriate answer while chatting with customers.

What should a consultant recommend to meet this requirement?

A. Einstein Reply Recommendations

B. Einstein Article Recommendations

C. Action & Recommendations component

Answer: (SHOW ANSWER)

To improve agents' ability to find appropriate answers during chat sessions with customers, implementing Einstein Article Recommendations is recommended. This feature uses AI to suggest relevant Knowledge articles to agents based on the context of the chat, enhancing the efficiency of information retrieval and the quality of customer support.

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: 137

Which of the following utilize the "Automated Case User" (Choose 3 answers):

- A. When a case is escalated this user is listed in the case history
- B. When a case is created via Web-To-Case this user is listed in the case history
- C. When a case is created via Email-To-Case this user is assigned as the case owner
- D. When a case is automatically assigned using assignment rules this user is listed in the case history
- E. When an email notification is triggered via workflow this user is listed in the case history

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

NEW QUESTION: 138

Cloud Kicks has implemented a review process for all new knowledge articles. Each article must be reviewed and approved by a subject matter expert before becoming available to users.

Which step is necessary to make articles visible in all the selected channels?

- A. The Approval Process will automatically Publish.
- B. Approve articles from the Knowledge approval page to Publish.
- C. Agents must click Publish after the Approval Process.
- D. Set the final approval action to "Lock the record for editing".

Answer: (SHOW ANSWER)

Explanation

Approving articles from the Knowledge approval page to Publish is a necessary step to make articles visible in all the selected channels after implementing a review process for all new knowledge articles. The Knowledge approval page is a page that shows all the articles that are pending approval or have been approved or rejected.

Approving articles from this page will change their status to Published, which means they are visible in all the selected channels, such as internal app, customer community, or public knowledge base. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.knowledge_approval_page.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.knowledge_article_visibility.htm&type=5

NEW QUESTION: 139

A case has not been closed even after 30 days, but those cases can be closed in 7 days.

What should the consultant do to overcome this? choose 2 options

- A. Use auto response rule to send an email
- B. Use escalation rule to send an email
- C. Supervisors to investigate those cases
- D. Identify those cases and assign to the closure team

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 140

A manager has noticed an increase in average case age. This is negatively impacting customer satisfaction.

The manager wants to compare the amount of time that cases have spent within each status during their lifecycle.

Which reporting solution should be recommended?

- A. Create a report using the Case Snapshot report type.
- B. Create a report using the Case Lifecycle 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: 141

After migration from Knowledge to Lightning Knowledge , Authors are unable to create FAQ article type , but can successfully create Install Notes article type. Support Managers have confirmed that articles of type FAQ exist in production.

How should a consultant correct this problem?

- A. Grant authors access to the FAQ records type
- B. Grant Authors access to FAQ article type
- C. Set Article Or Wide to Public Read Write
- D. Add Authors to the FAQ data category

Answer: A (LEAVE A REPLY)

NEW QUESTION: 142

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

Answer: B (LEAVE A REPLY)

Explanation

Adding more support phone lines is a solution that can address the problem of the support team being unable to provide same-day customer assistance due to high demand. Adding more support phone lines can increase the capacity and availability of the support team to handle incoming calls from customers. This can reduce the wait time and improve customer satisfaction. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.service_phone_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.service_phone_setup.htm&type=5

NEW QUESTION: 143

After migrating from Knowledge to Lightning Knowledge, Authors are unable to create FAQ article type, but can successfully create Install Notes article type. Support Managers have confirmed that articles of type FAQ exist in Production.

How should a consultant correct this problem?

- A. Grant Authors access to the FAQ article type.
- B. Set Article Org Wide Default to Public ReadWrite.
- C. Grant Authors access to the FAQ record type.
- D. Add Authors to the FAQ Data Category.

Answer: (SHOW ANSWER)

NEW QUESTION: 144

Universal containers has implemented salesforce knowledge and the service manager wants to encourage agents to use knowledge base. Which metric should the service manager monitor? (choose 1 answer)

- A. Number of approved articles
- B. Number of archived articles
- C. Number of customer ratings
- D. Number of article votes

Answer: D (LEAVE A REPLY)

NEW QUESTION: 145

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 146

Universal Containers wants to deploy the Service Cloud to its contact centers located across North America, Europe, and Asia. The company wants standardized contact center processes and reporting implemented in its centers worldwide.

Which approach should a consultant recommend in this scenario?

- A. Recommend that the VP of Worldwide Support design a global template to provide a clear vision and tandardization.

B. Recommend utilizing out-of-the-box functionality to reduce cost and ensure one worldwide process and reporting.

C. Assign a global team of experienced agents and leaders to create a common design template and report structure.

D. Assign teams in each major contact center to design a solution unique to its needs and have an analyst build a combined report.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 147

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 mitigate these concerns?

A. Configure the new app in a sandbox. Use a change-set to push the configuration to production for testing and training.

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 developer org and use an unmanaged package to deploy to production.

Answer: (SHOW ANSWER)

NEW QUESTION: 148

A contact center manager wants to measure improvements to capacity planning operations after the implementation of a new workforce management system.

Which metric should a consultant use to assess the success of the new workforce management system?

A. Number of closed cases

B. Agent utilization

C. Deflection rate

Answer: B (LEAVE A REPLY)

Agent utilization is a key metric for assessing the effectiveness of workforce management systems, as it measures the percentage of time agents spend handling customer interactions compared to their available time. Improvements in agent utilization indicate a more efficient allocation of resources and better capacity planning.

NEW QUESTION: 149

Universal Containers has recently implemented an Experience Cloud site to allow its customers to create and update their cases online. Customers should only be able to

access the cases where they are listed as the contact, including cases created by the their behalf. support team on What should a consultant recommend to meet the requirement?

A. A sharing set to grant the Experience Cloud site user access to records associated to their Contact record

B. A sharing rule to ensure record access is granted based on the Experience Cloud site user role hierarchy

C. An organization-wide default of Public Read/Write on the Case object

Answer: A (LEAVE A REPLY)

To ensure customers can access only their cases, including those created on their behalf, configuring a sharing set in the Experience Cloud site is recommended. This grants site users access to case records associated with their contact, ensuring secure and appropriate visibility in line with the requirement.

NEW QUESTION: 150

Universal Containers is migrating from Classic Knowledge to Lightning Knowledge using the Lightning Knowledge Migration Tool and noticed that none of the Article file attachments were migrated. How can a Consultant migrate the file attachments?

A. Post the Files to the Chatter Feed on each Article.

B. Use the Lightning Knowledge Migration Tool and choose 'include files'.

C. Upload the files as Documents, then relate them to the migrated Articles.

D. Use the Files Related List on each article to add files to your articles.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 151

Universal Containers is launching a full line of new products and Service Cloud should support the following requirements:

* Agents need to collaborate with other teams.

* The product development team needs to be alerted on high-priority cases for specific products.

Which solution will meet these requirements?

A. Use Process Builder for notifications and case teams to monitor cases.

B. Use Process Builder for notifications and account teams to monitor cases.

C. Use escalation rules for notifications and account teams to monitor cases.

D. Use escalation rules for notifications and case teams to monitor cases.

Answer: A (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: 152

Universal Containers wants to notify support managers when a new case has been untouched for more than 2 business hours.

Which approach should a consultant implement?

- A. Establish Case Assignment rules.
- B. Create a Flow with a scheduled path.
- C. Configure Case Escalation rules.

Answer: C (LEAVE A REPLY)

Case Escalation Rules can be configured to escalate cases that have not been touched within a specified timeframe, such as 2 business hours. This ensures that support managers are notified when a case remains untouched beyond the set threshold, allowing for timely intervention and improved case management.

NEW QUESTION: 153

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

Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 154

Universal Containers' support team requires its customers to submit their support inquiries via free form email (Outlook, Gmail, Yahoo, etc.).

Additional requirements are listed below:

- * Support attachments up to 25 MB per inquiry
- * Under 2,500 inquiries per day

Which configuration solution should a consultant recommend to meet these requirements?

- A. On-Demand Email-to-Case
- B. Heroku Connect
- C. Email-to-Case

Answer: A (LEAVE A REPLY)

For supporting attachments up to 25 MB and handling under 2,500 inquiries per day via free-form email, On-Demand Email-to-Case is the recommended solution. On-Demand Email-to-Case processes emails and attachments without requiring an email server, and is suitable for the specified volume and attachment size requirements, ensuring efficient case creation from customer emails.

NEW QUESTION: 155

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

Answer: D (LEAVE A REPLY)

Explanation

Creating a matrix report that includes fields for call center location, agent, calendar month, and first-call resolution is the reporting solution that a consultant should recommend to measure first-call resolution by call center location, agent, and calendar month. A matrix report is a type of report that allows you to group and summarize data by both rows and columns. A matrix report can be used to create a table that shows the first-call resolution rate for each combination of call center location, agent, and calendar month. A matrix report can also be used to apply filters, formulas, charts, or conditional highlighting to analyze the data more effectively. Verified References: Service Cloud Consultant Certification Guide & Tips, Create Matrix Reports

NEW QUESTION: 156

Universal Containers is implementing Service Cloud to make the workflow more efficient and improve customer support.

When setting up Service Cloud, which aspect is crucial to ensure that service agents have access to the right customer information?

- A.** Optimizing the user interface for improved usability
- B.** Tailoring the objects to expose specific customer data
- C.** Enhancing user profiles for customer services

Answer: A (LEAVE A REPLY)

When setting up Service Cloud, optimizing the user interface for improved usability is crucial to ensure service agents have access to the right customer information. A well-designed UI enhances navigation and access to relevant data, enabling agents to resolve customer issues more efficiently and effectively, improving overall service quality and customer satisfaction.

NEW QUESTION: 157

Universal Containers support manager wants to share product-specific information with their customer Communities. What should a consultant recommend to meet this requirement? Choose 3 answers

- A. Assign Article types to the Community
- B. Enable Public Solutions
- C. Publish Articles to external channels
- D. Configure Content Library permission
- E. Enable Article deliveries

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

NEW QUESTION: 158

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 159

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

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 160

Ursa Major Solar provides support with service-level agreements (SLAs) for high-priority cases. Lower Priority cases have different response times. The service center uses Omni-

Channel to manage work items. However, many recently created, high-priority cases exceed the service deadline.

Which setting should a consultant configure to meet the requirements?

- A. Skills-Based Routing
- B. Capacity Model
- C. Secondary Routing Priority

Answer: (SHOW ANSWER)

To address the issue of high-priority cases exceeding service deadlines, configuring Secondary Routing Priority in Omni-Channel is recommended. This setting allows prioritization of high-priority work items, ensuring they are routed and addressed by agents promptly, in alignment with SLA commitments.

NEW QUESTION: 161

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

- * Agent productivity
- * Customer satisfaction

Which report should a consultant recommend? (Choose 2)

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

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 162

Ursa Major Solar sells industrial equipment and provide support through voice channels as well mobile technicians.

When incident occur, high-priority customer have a dedicated phone number to call. Technicians must then be rerouted from the next scheduled work location to the high-priority customer site.

What is the recommended solution?

- A. Visual Remote Assistant
- B. Workforce Engagement
- C. Incident Management
- D. Field Service

Answer: (SHOW ANSWER)

NEW QUESTION: 163

Universal Containers (UC) is configuring a self-service page for customers to find Knowledge articles and create cases. UC has recently requested that an Einstein Bot be placed on the page, but wants to ensure that the bot only directs cases to live agents during normal business hours and observes holidays.

How should a consultant meet this requirement?

- A.** Configure the Einstein Bot to direct customers to an agent except for designated holidays and instruct Omni-Channel agents to sign off at the end of business
- B.** Configure the Einstein Bot with a default message when customers log a case letting them know they should expect a delayed response outside of business hours. hours or on holidays.
- C.** Configure the Einstein Bot with an Action that queries for the Default Business Hours and active Holiday records and directs the customer to a case form when agents are unavailable.

Answer: C (LEAVE A REPLY)

To meet the requirement of directing cases to live agents only during business hours and considering holidays, configuring the Einstein Bot with an action to check for Default Business Hours and active Holiday records is recommended. This ensures that customers are directed to submit a case form when live agent support is not available, maintaining service expectations.

NEW QUESTION: 164

The Universal Containers contact center offers support through phone, email, public website, and a Community. The contact center manager wants to demonstrate the success of recent self-service initiatives to executive management.

Which two reports should the contact center manager present to executive management?

Choose 2 answers

- A.** Number of cases closed by a self-service user
- B.** Number of cases created - - Site by month
- C.** Average call handle time by team.
- D.** Number of IVR inquiries without agent involvement.

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 165

Universal Containers' support team requires its customers to submit their support inquiries via free form email (Outlook, Gmail, Yahoo, etc). Additional requirements are listed below:

- * Support attachments up to 30 MB per inquiry
- * Over 10,000 inquiries per day

What solution should a consultant recommend to meet these requirements?

- A.** Web-to-Case
- B.** Email-to-Case
- C.** On-Demand Email-to-Case
- D.** Customer Chatter groups

Answer: B (LEAVE A REPLY)

NEW QUESTION: 166

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. Average handling time and first call resolution time
- C. Automatic call distributor and interactive voice response
- D. Agent skill-based routing and predictive dialer

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: 167

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

Answer: A,B (LEAVE A REPLY)

Explanation

These two metrics are useful for identifying knowledge article effectiveness, as they indicate the gaps and weaknesses in the knowledge base. Knowledge search query with no results shows how often customers and agents search for something that is not covered by any article, which suggests a need for creating new content.

Knowledge articles with the lowest rating shows how satisfied customers and agents are with the quality and relevance of the existing articles, which suggests a need for improving or updating the content. Verified References: Report on Salesforce Knowledge Articles and Knowledge Base Dashboards & Reports

NEW QUESTION: 168

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

- A. Edits the case

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

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

NEW QUESTION: 169

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

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

NEW QUESTION: 170

Universal Container 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. Customer Community
- D. Case Assignment Rules

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

Explanation

Embedded Chat Service is a feature that can meet the requirement of allowing customers to interact real time with support agents from their computers and mobile devices.

Embedded Chat Service allows administrators to embed a chat widget on any web page or mobile app that customers can use to start a live chat session with an agent. Embedded Chat Service also supports features such as pre-chat forms, chat transcripts, file transfer, and chat transfer. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.snapins_chat_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.snapins_chat_setup.htm&type=5

NEW QUESTION: 171

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

Which three statements should be considered?

Choose 3 answers

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

Answer: (SHOW ANSWER)

NEW QUESTION: 172

Cloud Kicks (CK) recently implemented Knowledge Centered Support to improve the expertise of its agents.

The pilot focused on creating articles for the most common support topics. After the pilot, customer satisfaction has improved and average call time has decreased. To continue improving KPIs, CK wants to know where to focus its efforts next.

Which Knowledge dashboard should a consultant use?

- A. Most Revised Articles
- B. Most Linked Articles
- C. Top Articles sorted descending
- D. Search Activity Gaps

Answer: D (LEAVE A REPLY)

Explanation

Search Activity Gaps is a Knowledge dashboard that a consultant should use to know where to focus its efforts next after implementing Knowledge Centered Support. Search Activity Gaps shows the number of searches that returned no results, no articles, or no clicked articles. This can help identify the topics or keywords that need more or better articles to satisfy customer needs. Verified References: :

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.knowledge_dashboard_search_activity_gaps.htm&type=5)

[id=sf.knowledge_dashboard_search_activity_gaps.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.knowledge_dashboard_search_activity_gaps.htm&type=5) :

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.knowledge_dashboard_overview.htm&type=5)

[id=sf.knowledge_dashboard_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.knowledge_dashboard_overview.htm&type=5)

NEW QUESTION: 173

Using standard case management capabilities, what can be emailed to a customer as a PDF attachment?

- A. Products and assets associated to the case
- B. Contract details related to the entitlement
- C. Knowledge articles attached to the case
- D. Articles appearing in the Knowledge sidebar

Answer: C (LEAVE A REPLY)

NEW QUESTION: 174

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

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 175

Support agents at Universal Containers are entering customer contact information in multiple ways. Management is concerned about the high likelihood of duplicate customer contact information being entered.

What should the consultant recommend to prevent duplicate records from being created?

- A. Configure and activate Duplicate Management.
- B. Grant "View All Data" and instruct them to search.
- C. Implement Apex triggers for Contact.

Answer: (SHOW ANSWER)

To prevent duplicate customer contact information, the recommended approach is to configure and activate Salesforce's built-in Duplicate Management feature. This feature allows for the creation of duplicate rules and matching rules to identify and prevent duplicates at the point of entry. It can be applied to standard objects like Contacts and can provide users with alerts or block duplicates based on the rules set. This proactive approach ensures data quality without requiring excessive manual intervention or extensive access rights like "View All Data."

NEW QUESTION: 176

The VP of Service at Universal Containers is looking for ways to reduce contact center costs.

Which two metrics should the Consultant recommend?

Choose 2 answers

- A. Average Handle Time
- B. Service-Level Agreements
- C. First Call Resolution
- D. Time to Answer

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 177

A customer submitted a case that is routed to a service desk agent at Universal Containers. After the agent responds to the case, they realize the customer is ineligible for support.

Which solution should the consultant recommend to prevent this scenario from happening in the future?

- A. Add the Case's Entitlement related list to the Case Lightning Record Page.
- B. Add the related Contact's Entitlement related list to the Case Lightning Record Page.
- C. Add the related Account's Entitlement related list to the Case Lightning Record Page.

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

To prevent agents from responding to cases from customers who are ineligible for support, adding the related Contact's Entitlement related list to the Case Lightning Record Page is recommended. This allows agents to quickly verify the customer's entitlement to support before proceeding with case resolution, ensuring compliance with support policies.

NEW QUESTION: 178

universal containers wants to unify channels and manage agent workload with omni-channel routing. what required step should a consultant address before configuring omni channel ? what required step should a consultant address before configuring omni channel ?

- A. customize service channel settings to define how the org receives work various sources
- B. Create SF cases to have omni channel enabled
- C. From setup select omnichannel and select enable omni channel
- D. create the necessary objects in SF

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

NEW QUESTION: 179

A customer calls the service desk at Universal Containers. The agent assigned to the call creates a case to capture the issue, but later realized the caller is not eligible for support. What solution should a consultant recommend to prevent the scenario from happening in the future?

- A. Add the entitlement contacts related list to account records
- B. Add the assets related list to contact records
- C. Add the entitlements related list to contact records
- D. Add the service contract related list to contact records

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 180

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 181

Universal Containers recently implement Service Cloud. The Support Manager notices that cases are being distributed unevenly across the team.

What should the consultant recommend to address this problem

- A. Configure Omni-Channel Routing Model as Least Active.
- B. Configure Omni-Channel Routing Model as Most Available.
- C. Configure Case Assignment Rules to use Queues.
- D. Configure Case Assignment Rules to use Users.

Answer: B (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: 182

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

Answer: (SHOW ANSWER)

NEW QUESTION: 183

Universal Containers has decided to implement a Web-to-Case form on its website so customers can submit support requests instead of calling the customer service center. The product owner has asked the consultant to create the implementation plan and research solutions.

What should the consultant do before creating an implementation plan?

- A. Review Service Setup Assistant for Web-to-Case.
- B. Review guidelines and limits for Web-to-Case.
- C. Review Einstein Conversation Mining for Web-to-Case.

Answer: B (LEAVE A REPLY)

Before creating an implementation plan for Web-to-Case, reviewing the guidelines and limits for this feature is essential. Understanding these constraints ensures that the implementation aligns with Salesforce's capabilities and limitations, facilitating a smooth and effective deployment of the Web-to-Case form.

NEW QUESTION: 184

Universal Containers' customers prefer speaking to a live support agent for complex product issues. This results in a high volume of phone calls and customer dissatisfaction about long hold times.

Which functionality should the consultant recommend to address the problem?

- A. Embedded Chat window
- B. Contact requests
- C. Web-to-Case

Answer: A (LEAVE A REPLY)

To address customer dissatisfaction with long hold times for phone support, embedding a Chat window on the company's website or customer portal is recommended. This provides an alternative real-time communication channel, allowing customers to quickly connect with live support agents for complex issues without the need for phone calls, reducing wait times and improving customer satisfaction.

NEW QUESTION: 185

Agents at universal containers are required to update the case status to waiting for customer after they send an email to the case contact. Support managers are noticing that many agents are forgetting to perform this step.

What should a consulnat recommend to address this problem.

- A. Create a Case Macro
- B. Configure flow Builder /Process Builder
- C. Activate a validation rule
- D. Define case escalation rules

Answer: B (LEAVE A REPLY)

NEW QUESTION: 186

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. Service Cloud Console
- B. Customer Community
- C. Automatic Call Distribution
- D. Knowledge Base

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 187

Cloud Kicks (CK) provides product support based on Service Contracts. A customer's Service Contract includes the same level of Entitlements for response time and business hours on both Case and Work Orders.

CK would like an efficient method to manage the setup.

What is the recommended configuration to meet the requirements?

- A. Set up separate Entitlement Process for Case and Work Order
- B. Assign the Work Order to the same Case as the Entitlement Process.
- C. Create or Apex Trigger to assign the Entitlement Process to Work Order.
- D. Work Orders created from a Case automatically inherit the Entitlement Process

Answer: (SHOW ANSWER)

Explanation

This is the recommended configuration to meet the requirements, because it simplifies the setup and ensures consistency between Case and Work Order entitlements. When a Work Order is created from a Case that has an Entitlement Process, the Work Order automatically inherits the same Entitlement Process as the Case. This means that CK does not need to create separate Entitlement Processes for Case and Work Order, or use triggers or workflows to assign them. Verified References: : Work Orders and Entitlement Processes

NEW QUESTION: 188

The VP of service at Universal Containers wants to make it easier and faster for support agents to send Knowledge articles to the customer.

What should a consultant configure to send the article to the customer?

- A. Create an auto-response rule that links to Knowledge articles.
- B. Create a Macro to send an email with Knowledge articles.
- C. Set up the Case Deflection component to share Knowledge articles.

Answer: (SHOW ANSWER)

To facilitate the quick and easy sending of Knowledge articles to customers by support agents, creating a Macro that automates the process of attaching articles to an email is recommended. This streamlines the sharing of helpful information, enhancing the support experience for customers while increasing efficiency for agents.

NEW QUESTION: 189

Support managers have requested the ability to provide real-time feedback to agents during customer chat sessions.

Which feature should a consultant configure to meet this requirement?

- A. Chatter
- B. Omni-Channel Supervisor
- C. Flow Orchestrator

Answer: (SHOW ANSWER)

To enable support managers to provide real-time feedback to agents during customer chat sessions, configuring Omni-Channel Supervisor is advised. This feature allows supervisors to monitor active chat sessions, providing an opportunity to offer immediate guidance and feedback to agents, enhancing the quality of customer interactions.

NEW QUESTION: 190

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. Order Fulfillment
- C. Enterprise Resource Planning (ERP)
- D. Marketing

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

NEW QUESTION: 191

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

Answer: ([SHOW ANSWER](#))

Explanation

Change Sets and Data Loader are deploy solutions that should be used to ensure skills-based routing is operational in Production. Change Sets are collections of metadata components that can be deployed from one Salesforce org to another. Change Sets can be used to deploy the configuration settings for skills-based routing, such as the skills, skill assignments, routing configurations, presence configurations, or service channels. Data Loader is a tool that can be used to insert, update, delete, or export records in Salesforce. Data Loader can be used to deploy the data records for skills-based routing, such as the work items, agents, queues, or routing priorities. Verified References: Service Cloud Consultant Certification Guide & Tips, Change Sets Overview, Data Loader Overview

NEW QUESTION: 192

At Universal Containers, support agents need to verify that customers are eligible to receive support when they create the case.

Where can a support agent verify that a customer is allowed to receive support?

- A. Milestones
- B. Entitlements

C. {0} Actions

Answer: B (LEAVE A REPLY)

When support agents need to verify customer eligibility for support upon case creation, Entitlements should be used. Entitlements define the types of support a customer is entitled to receive, based on factors like product or service level agreements, enabling agents to quickly verify and ensure compliance with support policies.

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**)