

Salesforce

Exam Questions CRT-261

Certification Preparation for Service Cloud Consultant



NEW QUESTION 1

What is a recommended way to migrate data from an external system while ensuring that the data adheres to data quality rules established for the Salesforce org?

- A. Cleanse the data outside of Salesforce and then migrate the data.
- B. Use the Salesforce data loader to load and cleanse the data.
- C. Use the Salesforce import wizard to load and cleanse the data.
- D. Upload the data into Salesforce and then run data cleansing tools.

Answer: A

NEW QUESTION 2

Which two capabilities of Lightning Knowledge ensure accurate content in Articles? Choose 2 answers

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

Answer: AC

NEW QUESTION 3

A company receives support requests through a variety of email addresses and web forms for different parts of the business. Which feature combination will ensure that cases are efficiently handled by the most appropriate representatives?

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

Answer: B

NEW QUESTION 4

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

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

Answer: AC

NEW QUESTION 5

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

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

Answer: C

NEW QUESTION 6

Which three are characteristics of Visual Workflow? Choose 3 answers

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

Answer: ABD

NEW QUESTION 7

Universal Containers is training a new set of Service Reps. Part of the training includes handling Live Agent chats from customers. However, it is important that contact center managers monitor the chat sessions to ensure the Service Reps' responses are professional and accurate and to be able to assist when needed. What Lightning Console feature should a Consultant configure to support this need?

- A. Configure Omni-Channel Supervisor tab and 3rd party access.
- B. Configure Live Agent Supervisor tab and Whisper Messages.
- C. Add the Live Agent Component to the Utility bar.
- D. Configure the SOS snap-in for the Lightning Service Console.

Answer:

B

NEW QUESTION 8

Which three tasks should be included in a business continuity plan for a contact center? Choose three answers

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

Answer: ACE

NEW QUESTION 9

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

- A. Mass email
- B. Chatter groups
- C. Public groups
- D. Escalation rule

Answer: B

NEW QUESTION 10

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

Which Service Cloud feature should the Consultant recommend to address this requirement?

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

Answer: B

NEW QUESTION 10

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

NEW QUESTION 15

Universal Containers wants to provide its resellers a secure portal where they can manage their customer accounts, submit and track the status of their cases, and view reports and dashboards.

Which solution should a consultant recommend?

- A. Employee Community
- B. Partner Community
- C. Reseller Community
- D. Customer Community

Answer: B

NEW QUESTION 18

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

Answer: CDE

NEW QUESTION 20

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 average rating of articles
- D. Original creation date and total number of article views

Answer: B

NEW QUESTION 25

The lifecycle of a Knowledge article consists of five stages. In which order does an article proceed through these stages?

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

Answer: A

NEW QUESTION 27

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

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

Answer: BC

NEW QUESTION 32

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. Assign a global team of experienced agents and leaders to create a common design template and report structure.
- B. Assign teams in each major contact center to design a solution unique to its needs and have an analyst build a combined report.
- C. Recommend utilizing out-of-the-box functionality to reduce cost and ensure one worldwide process and reporting.
- D. Recommend that the VP of Worldwide Support design a global template to provide a clear vision and standardization.

Answer: A

NEW QUESTION 37

Universal Containers has a single contact center that handles all service requests including chat, Cases, and web form submissions. It is important that Reps are assigned work evenly so that all requests are handled in the order they are received. How would a Consultant address this requirement?

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

Answer: B

NEW QUESTION 40

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: AB

NEW QUESTION 43

Universal Containers Executives want to see contact center metrics from each of its different geographic regions. How should a Consultant support this requirement?

- A. Create a Dashboard for each Region.
- B. Create a single Dashboard with a Region filter.
- C. Create a Dashboard for each Case Team.
- D. Create a single Dashboard with a Case Team filter.

Answer: B

NEW QUESTION 44

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

Answer: CD

NEW QUESTION 45

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

How should the permissions for article managers be set up? Choose one answer

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

Answer: A

NEW QUESTION 48

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

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

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

Answer: AC

NEW QUESTION 49

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