Salesforce

Exam Questions CRT-261

Certification Preparation for Service Cloud Consultant

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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 Satesfbrce 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
Universal Containers recently deployed a Salesforce Knowledge implementation, but is looking to evaluate the quality of the articles being produced.
What should the Consultant recommend to gather information on Knowledge article usefulness?

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

Answer: C

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

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

Answer: BCE

NEW QUESTION 4
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 5
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 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 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: CDE

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
Universal Containers has built a custom Visualforce page called "Knowledge" that is used internally to access Classic Knowledge.
Which two steps must be taken to ensure the Visualforce page continues to work after migrating to Lightning Knowledge?
Choose 2 answers

A. Remove Apex code references to the Article RecordType field.
B. Configure the Visualforce page to use the Lightning Design System.
C. Rename the Visualforce page to "Lightning Knowledge"
D. Remove Apex code references to the ArticleType field.

Answer: BC

NEW QUESTION 10
Universal Containers wants to provide its five million customers a solution where customers can submit inquiries, monitor the status of those inquiries, and view their contact information.
Which type of Community license should be used to meet these requirements?

A. Company Community
B. Employee Community
C. Customer Community
D. Partner Community

Answer: C

NEW QUESTION 10
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 15
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 20
Universal Containers wants articles to be suggested to agents based on information they are typing into the case.
Which solution should a consultant recommend?

A. Implement a Salesforce Console for Service and enable the Knowledge sidebar on the case page layout.
B. Enable the Knowledge sidebar related list on the case page layout.
C. Enable the Knowledge sidebar setting in the case support settings.
D. Create a Visualforce page called Knowledge sidebar on the case page layout.

Answer: A

NEW QUESTION 21
Universal Containers wants to provide a more consistent service experience to its customers and is evaluating the Service Cloud macro feature.
Which three configurations must be made? Choose 3 answers

A. Users must use Lightning Experience.
B. Publisher Actions used in the macros must be on the page layout.
C. The Macros widget or utility must be added to the console.
D. The Run Macros Permission must be granted to users.
E. The Run Macros Action must be on the page layout.

Answer: ABD

NEW QUESTION 25
Universal Containers (UC) plans to implement Salesforce Knowledge for its U.S. Call Center to assist agents in providing customer support.
Which three options should UC consider when planning its implementation? Choose three answers

A. What types of information they need to publish.
B. Who can approve and manage the information published.
C. How information should be categorized.
D. Where call center support agents are located.
E. When the knowledge maintenance window is available.

Answer: ABC

NEW QUESTION 27
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 29
A company has created a new onboarding process. An Agent must create ten open activities that align to a step of this onboarding experience. Creating these activities can take up to 20 minutes each to complete.
What should the Agent recommend to minimize costs?

A. Assign a single agent to create the activities on all new onboarding cases.
B. Provide a macro that will automatically create the activities when executed.
C. Add an object-specific custom quick action to create new activities.
D. Hire a certified developer to write an apex trigger that creates each new activity.

Answer: B

NEW QUESTION 31
A client's Support Call Center has seen an increase in call volume on a new product line. The agents are having problems resolving issues and have been escalating to Tier 2 for support.
Which action should be taken to reduce the call volumes and escalations?

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

Answer: A

NEW QUESTION 36
Universal Containers plans to deploy Salesforce Service Console to its support team. Which three steps should be considered in deployment?
Choose three answers

A. Customize highlights panels for all objects.
B. Set up interaction logs and assign them to user profiles.
C. Assign users the Service Cloud User feature license.
D. Set up users and assign them to a queue.
E. Customize case list views.

Answer: ABC

NEW QUESTION 37
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 42
Universal Containers wants to implement Omni Channel within Service Cloud for its representatives. What is the first step required to configure Omni Channel?

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

Answer: A

NEW QUESTION 47
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 49
Which feature should a Consultant configure to allow global Service Reps to call customers from within the Lightning Service Console?

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

Answer: D

NEW QUESTION 53
A company has these requirements for dealing with Cases:
- Handled efficiently and by the right agents
- Distributing the load so that agents do NOT have to manually select the next Case to work
Which two Omni-Channel features will assist in this routing and distribution? Choose 2 answers

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

Answer: CD

NEW QUESTION 58
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