Salesforce

Exam Questions CRT-261

Certification Preparation for Service Cloud Consultant

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NEW QUESTION 1
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 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
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, milestones, milestone actions, and entitlements
B. Entitlement processes, contracts, contract line Items, and entitlements
C. Entitlement processes, contract line items, milestones, and entitlements
D. Entitlement processes, contracts, milestones, and milestone actions

Answer: A

NEW QUESTION 4
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

NEW QUESTION 5
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 assignment rule to ensure cases are owned by a user when closed.
B. Use a data tool to update the owner field on closed cases.
C. Create a Process Builder and Flow to change the owner on closed cases.
D. Create a case validation rule to ensure cases are owned by a user when closed.

Answer: AB

NEW QUESTION 6
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. Agent utilization
C. Quality monitoring score
D. Schedule adherence

Answer: BD

NEW QUESTION 7
Which Lightning Service Console feature should be used to enable Service Reps to send emails with attachments to customers based on the Case details?

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

Answer:

A

NEW QUESTION 8
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 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
A consulting firm has been retained to implement a new Service Cloud platform for a company. This company requires quick iterations and a speedy project completion. The company has requested frequent project updates for check-ins and refinement.
Which methodology should the Consultant recommend to meet the given requirements?

A. Kanban
B. Lightning Platform
C. Agile
D. Waterfall

Answer: C

NEW QUESTION 10
A Service Manager has just configured Live Agent at a company site. Now, the Agents cannot see the Live Agent footer component in the console.
Which configuration option should be verified?

A. verify that users have access to the Live Agent chat buttons.
B. Verify that users have access to the Live Agent public group.
C. Verify that users are assigned the Live Agent feature license.
D. Verify that users are assigned the Live Agent user profile.

Answer: D

NEW QUESTION 13
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 16
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 21
Universal Containers wants customers to have the ability to log cases with structured data and route based on Urgency and Product Line.
How should a Consultant accomplish this?

A. Standard Email-to-Case with assignment rules
B. Lightning Email with web routing prioritization
C. Omni-Channel with prioritized queues
D. Standard Web-to-Case with assignment rules

Answer: A

NEW QUESTION 24
Universal Containers uses Live Agent to interact with customers. Service Reps complain that it takes too much time to end the chat and close the case.
Which two features should a Consultant recommend to address this concern? Choose 2 answers

A. Visual Workflow
B. Lightning Guided Engagement
C. Quick Text
D. Macros

Answer: CD

NEW QUESTION 27
Which feature should a Consultant recommend to allow a Tier 2 Service Representative to take over case processing from Tier I and know how far Tier I had progressed in troubleshooting?

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

Answer: B

NEW QUESTION 29
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
Which method can be used to route cases from social channels?

A. use Twitter-to-case and add workflow rules to the case object.
B. Enable Social Customer Service and add assignment rules to the case object.
C. Enable Social Network Profile and add workflow rules to the contact object.
D. Enable Social Network Profile and add assignment rules to the case object.

Answer: B

NEW QUESTION 33
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 tandardization.

Answer: A

NEW QUESTION 38
What are three considerations when adding a report chart to a Console Component? Choose 3 answers

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

Answer: CD

NEW QUESTION 39
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 41
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 45
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 48
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 52
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 57
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. Knowledge Base
B. Customer Community
C. Automatic Call Distribution
D. Service Cloud Console

Answer: AB

NEW QUESTION 61
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 66
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 70
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 75
Universal Containers is using the Lightning Service Console for managing cases and wants to add a softphone to enable click-to-call capability.
Which three configurations are needed for the softphone to work in Salesforce? Choose 3 answers

A. Install an adapter from AppExdiange to work with third-party cn systems.
B. Enable Live Agent in their community to chat with an agent.
C. Assign the correct Salesforce users to the Call Center.
D. Create a softphone layout and assign to user profiles.
E. Assign the Salesforce CTI license to Salesforce users.

Answer: ACD

NEW QUESTION 80
Universal Containers is trying to reduce the amount of time support agents spend creating cases. The new method for case creation must allow for 4000-5000 new cases a day, as well as the attachment of documents under 25 MB by the customer.
Which method should the Consultant suggest?

A. Omni-Channel routing
B. Standard Email-to-Case
C. Web-to-Case forms
D. On-Demand Email-to-Case

Answer: B

NEW QUESTION 81
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