CRT-261 Dumps

Certification Preparation for Service Cloud Consultant

https://www.certleader.com/CRT-261-dumps.html

NEW QUESTION 1
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 Partner Communities with Knowledge.
B. Implement Customer Communities with Content.
C. Implement Employee Communities with Content.
D. Implement Customer Communities with Knowledge.

Answer: D

NEW QUESTION 2
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 3
How should a Consultant provide Suggested Article functionality to Lightning Service Console users?

A. Add the Knowledge Component to the Service Console.
B. Add the Knowledge tab to the Console app.
C. Create email templates with Knowledge Articles attached.
D. Add the Suggested Article widget to the Case page layout.

Answer: A

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
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 6
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. 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 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
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 9
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 10
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 Skills-based routing
B. Live Agent Queue-based routing
C. Omni-channel Queue-based routing
D. Case Skills-based Assignment Rules

Answer: B

NEW QUESTION 10
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 14
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 19
What are two design considerations for a Live Agent implementation? Choose 2 answers

A. Chat Visitor Browser
B. Chat Window Title
C. Chat Character Limit
D. Idle Connection Timeout

Answer: AD

NEW QUESTION 24
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 28
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 29
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 33
Universal Containers needs to provide contact center agents with access to a customer's payment history if the call concerns a billing problem. The following considerations need to be taken into account:
• Billing problems account for less than 5% of calls.
• Billing data is stored in an external system containing over 20 million records.
• Agents do not want to maintain separate login sessions for Salesforce and the billing system. Which two solutions should a consultant recommend? Choose 2 answers

A. Use Lightning Connect to connect and access data in real-time from the billing system.
B. Import payment data into Salesforce and add to the contact page layout as a related list.
C. Create a Visualforce page that retrieves payment information via a Web Service call-out.
D. Create a custom tab of type URL that displays a search page from the billing system.

Answer: CD

NEW QUESTION 35
Milestones can be added to which three Object types? Choose 3 answers

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

Answer: ABD

NEW QUESTION 40
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 45
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 50
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 52
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. Emall-to-Case
B. Customer Chatter groups
C. Web-to-Case
D. On-Demand Email-to-Case

Answer: A

NEW QUESTION 56
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 59
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 64
A company is changing its case management system to Salesforce. All active accounts, contacts, and closed cases for the past 5 years must be migrated to Salesforce for go-live.
Which approach should be used for the data migration?

A. Prepare, Plan, Test, Execute, Validate
B. Plan, Prepare, Test, Execute, Validate
C. Prepare, Plan, Validate, Execute, Test
D. Plan, Prepare, Validate, Execute, Test

Answer: D

NEW QUESTION 65
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 66
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 70
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 73
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 77
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 78
......

Thank You for Trying Our Product

* 100% Pass or Money Back

    All our products come with a 90-day Money Back Guarantee.

* One year free update

    You can enjoy free update one year. 24x7 online support.

* Trusted by Millions

    We currently serve more than 30,000,000 customers.

* Shop Securely

    All transactions are protected by VeriSign!

100% Pass Your CRT-261 Exam with Our Prep Materials Via below:

https://www.certleader.com/CRT-261-dumps.html