

Give You Free Regular Updates on CRT-261 Exam Questions Jul 17, 2022 [Q189-Q210]



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Q189. Which Service Cloud tool requires the least agent involvement to resolve a customer issue?

- * Salesforce for Twitter
- * Live Agent
- * Salesforce Knowledge
- * Open CTI

Q190. Universal containers are developing a business continuity plan for their contact center. What should the company consider?

Choose 2 answers

- * Recovery point objective
- * Criteria for plan activation
- * Open access to systems
- * Site consolidation

Q191. UCs is implementing Salesforce Knowledge at its contact center. The contact center has a dedicated support team for each product that it supports. Contact center agents should only be able to view articles for the product they support. What solution should a consultant recommend to meet this requirement?

- * Assign team-based roles to the associated product article types
- * Assign team-based profiles to the associated product article types
- * Assign team-based roles to the associated product data category value
- * Assign team-based profiles to the associated product data category value

Q192. 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.

- * Ability to determine if a customer has escalated a case in the past
- * Ability to specify unique service levels for each customer
- * Ability to prompt callers for the service contract number within IVR menus
- * Ability to enforce service levels with the time-dependent processes

Q193. What is a business continuity challenge in a cloud-based contact center that operates 24/7? Choose 2 answers

- * Highly available telecom solution
- * Periodic maintenance windows
- * Server hardware infrastructure rebuilds
- * System software restore after an outage

Q194. 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?

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

Q195. Universal Containers needs to ensure it is staffing enough agents to answer calls at times of peak volume. In addition, the company needs to report on the metric listed below.

- * Average handle time (AHT)
- * Adherence to service level agreements (SLAs)

Which data source would Universal Containers need in order to gather this information? Choose 3 answers

- * Automatic Call Distributor (ACD)
- * Entitlements
- * Workflow Management (WFM)
- * Chat log history

* Interactive Voice Response (IVR)

Q196. Which three are characteristics of Visual Workflow? Choose 3 answers

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

Q197. Universal Containers will be launching a telesales contact center. What should be considered in the design? Choose 2 answers.

- * Integration with Field service teams and apps
- * Strategies to maximize call deflection
- * Performance for high volume of interactions
- * Integration with Lead Generation team and apps

Q198. When support agents are working on a case, the support manager at universal containers wants the agents to see the case number, case subject, and case description in the case highlights panel.

How can a Consultant implement the functionality with configuration?

- * Remove these fields from the page layout and add the components to the highlights panel.
- * Add these fields to the page layout and add the components to the highlights panel
- * Remove these fields from the page layout and add the fields to the highlights panel
- * Add the fields to the page layout and add the fields to the highlights panel.

Q199. Universal Containers wants to import articles from a previous database into their new Salesforce Knowledge Implementation. Many of their “How To” articles have images that must be migrated.

Which statement is true about migrating images into Salesforce Knowledge?

- * Ensure that each image does NOT exceed the maximum of 25 MB
- * Upload the images into Salesforce prior to importing the articles
- * Convert all images to .jpeg, as this is the only supported file type
- * Include images in an .html file using the image tag and src attribute

Q200. Which Search mechanism should be used to find Case Comments from within the Lightning Service Console?

- * Comment Search Component
- * Comments List View
- * Global Search
- * Search Utility Component

Q201. Universal Containers requires a scheduling solution that will allow Managers to coordinate service engineers across multiple Territories.

What solution should a consultant recommend?

- * Field Service Lightning
- * Lightning Console
- * Salesforce Mobile App
- * Employee Community

Q202. Universal Containers plans to migrate data into SFDC from a legacy system. Which step should be taken before performing

the migration of the data (Choose 2)?

- * Normalize database
- * Perform data cleaning
- * Enable data validation rules
- * Develop data map

Q203. Universal Containers is bringing a new division under their existing Customer Service Contact Center. This will involve servicing several thousand new customers.

Which method should a consultant recommend for importing this data into universal containers service cloud instance

- * Bulk Data Transfer API
- * Java Language Specific Toolkit
- * Data Integration via SOAP API
- * Cloud-to-Cloud Integration Toolkit

Q204. Using standard case management capabilities, what can be emailed to a customer as a PDF attachment?

- * Articles appearing in the Knowledge sidebar
- * Products and assets associated to the case
- * Knowledge articles attached to the case
- * Contract details related to the entitlement

Q205. UC has a three-tiered contact center. Cases are routed to Tier 1 or Tier 2 based on severity, priority, complexity, or SLAs. Cases are assigned to Tier 3 only if they are escalated by Tier 1 and Tier 2. How can UC measure case escalation?

- * Create a case report to show all cases across tiers filtered by an escalation flag.
- * Create an approval process to ensure only the appropriate cases get escalated.
- * Create a case report to show the number of cases for each tier and sort them by case owner.
- * Create a custom trigger to generate history when cases get escalated between tiers.

Q206. 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?

- * Partner portal
- * Service Cloud portal (Customer Community)
- * Enterprise admin
- * Sites

Q207. Which metric influences customer satisfaction? Choose 2 answers

- * After call work
- * Cost per call
- * First call resolution
- * Call quality

Q208. Universal containers is trying to reduce the amount of time support agents spend creating cases. The new method 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?

- * On-Demand Email-to-case
- * Standard email to case
- * Web to case forms
- * Omni channel routing

Q209. Universal Containers has basic field service requirements and has not yet deployed the Service Cloud. The company would like to automatically create a field service dispatch record and assign it to a queue when specific case criteria are selected by an agent working the case.

Which solution will create and route the field service dispatch record when the case is saved?

- * Use a workflow rule with an action
- * Use a validation rule
- * Use a case assignment rule
- * Use an Apex trigger

Q210. 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?

- * Push Notifications
- * Case Feed
- * Omni-channel Supervisor
- * Next Best Actions

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