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NO.19 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

NO.20 Which feature should a consultant recommend to allow a tier 2 service representative to take over case processing from tier 1 and know how far tier 1 had progressed in troubleshooting?

- * Lightning Row Component
- * Lightning Guided Engagement
- * Service Console Macros

* Path for Cases

NO.21 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?

- * Omni-Channel routing
- * Standard Email-to-Case
- * Web-to-Case forms
- * On-Demand Email-to-Case

NO.22 Which two capabilities of Lightning Knowledge ensure accurate content in Articles? Choose 2 answers

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

NO.23 In the telesales contact center, Universal Containers has three-step and five-step order process, contingent on the type of product sold. Which approach should be used to optimize the order process? Choose 2 answers

- * Use Visualforce to create a wizard for each process
- * Organize the fields on the page layout to match each process
- * Use Visual Workflow to streamline the process
- * Create a custom object for each step in the process

NO.24 Universal Containers has tested skills-based routing in a sandbox and is ready to deploy to production.

Which two deploy solutions should a consultant to ensure skills-based routing is operational in Production?

- * Change Sets
- * Mass Transfer Records
- * Data Import Wizard
- * Data Loader

NO.25 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?

- * Standard Email-to-Case with assignment rules
- * Lightning Email with web routing prioritization
- * Omni-Channel with prioritized queues
- * Standard Web-to-Case with assignment rules

NO.26 the support manager at universal containers wants to see monthly historical metrics for first call resolution by call center and agent. Which reporting should consultant recommend

- * DynamicDashboard by Call Center
- * Reporting Snapshots by call center
- * Report Subscriptions by call center
- * Case report grouped by call center

NO.27 Universal Containers is planning to provide different levels of support to customers in order to ensure its Agents are working within the confines of the Service Level Agreement. Which feature should the Consultant consider?

- * Omni-Channel
- * Entitlements
- * Case Escalation
- * Case Milestones

NO.28 Universal Containers allows Agents to work remotely using a company -provided laptop, but does NOT control the quality of their internet service. Agents must be able to use live agent functionality remotely. Which two options should a Consultant recommend to ensure Agents can efficiently use this functionality? Choose 2 answers

- * Ensure each laptop has a modern browser installed.
- * Coach users on minimizing open console tabs.
- * Allow the user to log into Live Agent from multiple browsers.
- * Add additional components to the Lightning console.

NO.29 Universal Containers has a service level agreement (SLA) with customers that requires an agent to take ownership of and respond to incoming cases within two hours of case creation. Which solution will help Universal Containers meet its SLA?

- * Use case auto-response rules to send an email to support managers within one hour of case creation.
- * Assign cases to queues and use escalation rules to escalate cases that have NOT been accepted by an agent within one hour.
- * Create a workflow rule to send an email to support managers when a case is created and assigned to a queue.
- * Create a workflow rule to assign a task to all members of a queue if a case has NOT been accepted by an agent within one hour.

NO.30 A Contact Center Manager is implementing a new customer care program and wants to specifically measure customer loyalty.

Which three measures satisfy this requirement? Choose 3 answers

- * customer satisfaction Survey
- * Customer Purchase History
- * Customer Support Requests
- * Net promoter Score
- * Service Level Agreement

NO.31 When designing a Case management solution to increase agent productivity, which Service Cloud features should you consider first? Choose 2 answers.

- * Case queues
- * Case custom reports
- * Case assignment rules
- * Case dashboards

NO.32 Which case submission process leverages Apex email services?

- * Web-to-Case
- * Email-to-Case
- * On-demand Email-to-Case
- * Case submitted using chat

NO.33 An Inside Sales Contact Center Manager would like to access the ROI of the Contact Center.

Which three metrics should the Manager use to access the ROI?

Choose 3 answers

- * Average queue time per agent
- * Number of leads created

- * Opportunities per channel
- * Cost per call
- * Number of sales queues

NO.34 Universal Containers wants to implement best practices for its customer support teams and has decided to follow a Knowledge -Centered Support (KCS) methodology.

Which two benefits can be expected from KCS adoption?

Choose 2 answers

- * A knowledge article life cycle that is implemented correctly the first time and does not need to change
- * A knowledge article life cycle that evolves based on usage and demand
- * Reduced issue resolution time
- * Reduced first contact resolution

NO.35 From any queue list view, users can take ownership of one or more cases if: (Choose 3 answers)

- * They are members of that Queue
- * They have a Contact Manager Profile
- * If the OWD for sharing cases is Public Read/Write/Transfer
- * They are higher in the Role Hierarchy than a Queue Member
- * All of the above

NO.36 One business unit at Universal Containers has been using Service Cloud for several years. While migrating another business unit to the platform, a System Administrator incorrectly imported 200,000 case records, which created significant data corruption of existing records. The most recent data backup available is more than 90 days old. Which option should the Consultant recommend?

- * Restore the data using the available backup.
- * Log a Data Recovery case with Salesforce Support.
- * Use Data Loader to delete the corrupt data.
- * Manually update the corrupt data to correct it.

NO.37 A company frequently has issues with customers that need complex, hands-on technical support with high-priority issues in difficult-to-visit locales.

What should be recommended for reliable, real-time support to customers with these restrictions?

- * Customer Community
- * Field Service Lightning
- * SOS Video Chat
- * Salesforce Knowledge

NO.38 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?

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

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