

Exam Questions CRT-261

Certification Preparation for Service Cloud Consultant

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NEW QUESTION 1

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 2

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 Lightning 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 3

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 4

Universal Containers provides Customer Support for two separate business operations. The cases managed for each operation have different steps and fields. Which three features could be implemented to support this? Choose 3 answers

- A. Omni-Channel
- B. Page Layouts
- C. Record Types
- D. Support Processes
- E. Article Types

Answer: ACD

NEW QUESTION 5

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 6

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 7

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 8

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 9

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

- A. customer satisfaction Survey
- B. Customer Purchase History
- C. Customer Support Requests
- D. Net promoter Score
- E. Service Level Agreement

Answer: ABD

NEW QUESTION 10

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 10

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 13

How can a Contact Center Manager see which Service Representatives have not accepted new Cases recently using the Lightning Service Console?

- A. Omni-Channel Utility Component
- B. Cases report sorted by Rep and Case Owner
- C. Cases report sorted by Rep and Case CreatedDate
- D. Omni-Channel Supervisor tab

Answer: D

NEW QUESTION 15

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 20

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 21

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 24

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?

- A. Customer Community
- B. Field Service Lightning
- C. SOS Video Chat
- D. Salesforce Knowledge

Answer: C

NEW QUESTION 28

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 30

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 32

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 AppExchange 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 33

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 38

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