

## CRT-261<sup>Q&As</sup>

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**QUESTION 1**

The cost of service for Universal Containers contact centers has steadily increased. What solution should a consultant recommend to help reduce the cost of service? (Choose 2)

- A. Enable Ideas in a customer portal
- B. Enable Chatter for agent collaboration
- C. Create auto-response templates for incoming emails
- D. Enable Live Agent to handle incoming service inquiries

Correct Answer: BD

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**QUESTION 2**

Customer support agents want the ability to view customer related information along with case information on all cases except product related cases. For product related cases, the agents want to view product information alongside case information.

How should the console be configured to satisfy this requirement?

- A. Configure both customer information and product related information under console components in the case page layout. Hide the product related information if the cases are NOT product related.
- B. Train users to scroll through the case page layout to look for product related information or customer-related information based on case type
- C. Create separate record types and page layouts for product - related and other cases and configure console components to show customer - or product related information. Assign record type based on case type
- D. Configure two consoles for agents: one for product related cases and for other cases. Allow agents to choose the console based on case type.

Correct Answer: C

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**QUESTION 3**

Which two capabilities of Salesforce Knowledge ensure accurate content in Articles? Choose 2 answers

- A. Data Category to assign an Article Type to a Reviewer
- B. Validation Rules for Article Types to verify all fields during creation
- C. Knowledge Action to Publish an Article once the Article is approved
- D. Approval Process that assigns an Article to a Reviewer Queue

Correct Answer: AB

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#### QUESTION 4

Universal Containers\' contact center manager needs to measure the following metrics: Agent productivity Customer satisfaction

Which report should a consultant recommend? (Choose 2)

- A. Average handle time
- B. First contact resolution
- C. Average speed to answer
- D. Escalation rate

Correct Answer: AB

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#### QUESTION 5

Universal Containers analyzes key performance indicators (KPIs) and discovers that customer satisfaction is decreasing. The company attributes the decrease in customer satisfaction to a low first- call resolution rate. What can be done to improve the first call resolution rate? Choose 2 answers.

- A. Reduce the cost per call
- B. Train support agents
- C. Align agent performance goals with KPIs
- D. Hire additional support agents

Correct Answer: BC

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