

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

Certification Preparation for Service Cloud Consultant

## Pass Salesforce CRT-261 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.leads4pass.com/crt-261.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by Salesforce  
Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers



**QUESTION 1**

A report shows average time spent by agents to resolve cases. Nine of twelve agents spend approximately the same time to resolve cases. However, Agent A has a much shorter average time to resolve cases and Agents B and C have a much longer average time to resolve cases. How can the supervisor use this data to drive greater consistency in average time spent by agents across the team? Choose 3 answers:

- A. Document and share the practices of Agent A with the team via knowledge articles
- B. Lower the target for entire team to that of Agent A
- C. Review case history and activities for Agents B and C
- D. Build a dashboard to display individual performance by agent versus the team goal
- E. Update case assignment rules to route more cases to Agent A

Correct Answer: ACD

---

**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

Correct Answer: C

---

**QUESTION 3**

Which of the following measures customer portal adoption/effectiveness among CUSTOMERS (Choose 2)?

- A. # of articles per agent
- B. Most popular articles
- C. # of cases via email
- D. Total cases created

Correct Answer: BD

---

**QUESTION 4**

Universal Containers requires that a case is logged for every incoming support call. Each case could require an associated Return Materials Authorization (RMA) and/or Field Service Request (FSR). The original case CANNOT be closed until all RMAs and FSRs are closed. Universal Containers is considering whether RMAs and FSRs should be stored on a child case or on a related custom object. What should Universal Containers consider when designing the solution? Choose 3 answers

- A. Average incoming case volume
- B. Relationship to the primary contact
- C. Case closure rules on the original case
- D. RMA and FSR escalation requirements
- E. Visibility and access to the RMA and FSR records

Correct Answer: CDE

---

## QUESTION 5

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

[CRT-261 PDF Dumps](#)

[CRT-261 Practice Test](#)

[CRT-261 Braindumps](#)