

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

Certification Preparation for Service Cloud Consultant

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**QUESTION 1**

A manager would like information on the knowledge base searches conducted by customers and call center agents. Which two metrics are useful for identifying knowledge article effectiveness? Choose 2 answers

- A. Knowledge search query with no results.
- B. Knowledge articles with the lowest rating.
- C. Number of knowledge articles in each data category.
- D. Knowledge articles created by call center agents.

Correct Answer: AB

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**QUESTION 2**

UC has two customer service contact centers and each focuses on a specific product line. Each contact center has a varying call volume, contributing to a high operational cost for the company. UC wants to optimize the cost without compromising customer satisfaction. What can a consultant recommend to accomplish these objectives? Choose 2 answers.

- A. Implement a customer self-service portal
- B. Enable agents to transfer calls to other agents
- C. Cross-train agents on both product lines
- D. Prioritize customer calls based on their SLA

Correct Answer: AC

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**QUESTION 3**

Universal Containers wants to implement Omni Channel within Service Cloud for its representatives. What is the first step required to configure Omni Channel?

- A. Enable Omni Channel in Setup.
- B. Assign Users to the Omni Channel Feature License.
- C. Assign Users to Omni Channel permissions.
- D. Contact Salesforce to have Omni Channel enabled.

Correct Answer: A

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**QUESTION 4**

Universal Health Service is setting up Knowledge in its contact center for agents so they can research articles while taking calls. The company needs to migrate the existing knowledge base of documents and images into Salesforce. Which step will be required for the implementation? Choose 3 answers

- A. Create multiple CSV files, one for each article type
- B. Create HTML files referencing image to be uploaded
- C. Match each new article to an existing article type
- D. Create a single CSV file, including all article types
- E. Load all articles with the Apex data loader tool

Correct Answer: ABC

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#### QUESTION 5

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.

Correct Answer: A

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#### QUESTION 6

For which purpose should a contact center use visual workflow?

- A. To escalate a case to the support manager if it has been open for more than 72 hours.
- B. To automatically assign cases to a specific queue based on the customer support level.
- C. To assign follow-up tasks to an agent one week after a case is closed.
- D. To automate business processes for agents who troubleshoot customer support issues via phone.

Correct Answer: D

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#### QUESTION 7

Universal Containers is launching a full line of new products and Service Cloud should support the following requirements:

Agents need to collaborate with other teams.

The product development team needs to be alerted on high-priority cases for specific products.

Which solution will meet these requirements?

- A. Use Process Builder for notifications and case teams to monitor cases.
- B. Use Process Builder for notifications and account teams to monitor cases.
- C. Use escalation rules for notifications and account teams to monitor cases.
- D. Use escalation rules for notifications and case teams to monitor cases.

Correct Answer: A

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**QUESTION 8**

Universal Containers (UC) is currently live with Sales Cloud and in the process of implementing Service Cloud. UC wants to create a sandbox to test its Service Cloud implementation with real Sales Cloud data. Which three Sandbox types can be used to accomplish this?

- A. Partial Copy Sandbox
- B. Administrator Sandbox
- C. Developer Pro Sandbox
- D. Full Sandbox

Correct Answer: ACD

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**QUESTION 9**

What are two basic concepts of Knowledge-Centered Support (KCS)? Choose 2 answers

- A. Evolving content-based product lifecycles
- B. Creating content as a result of solving issues
- C. Rewarding learning, collaboration, sharing and improving.
- D. Developing a knowledge base on the experience of an individual

Correct Answer: BC

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**QUESTION 10**

A Contact Center Manager is implementing a new customer care program and wants to specifically measure customer loyalty.

Which measure can satisfy this requirement?

- A. Customer Satisfaction
- B. Customer Engagement Score
- C. Net Promoter Score
- D. Service-Level Measure

Correct Answer: C

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**QUESTION 11**

You're working on a sales presentation for your customer - universal paper, you might want to add the topic #universal paper in your status update. What does the hashtag do?

- A. Returns a link that returns a post with the same reference
- B. Tag another chatter user
- C. Deletes posts

Correct Answer: A

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**QUESTION 12**

Universal Containers is implementing a call center using CTI (Computer-telephony integration). Which three items, at a minimum, must be implemented and deployed to ensure success? Choose 3 answers

- A. Configure call center definition
- B. Deploy Call Center Directory
- C. Install CTI adapter using open CTI
- D. Configure IVR auto response
- E. Assign users to a call center

Correct Answer: ACE

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**QUESTION 13**

A Knowledge administrator has created an article for a promotion that starts at the beginning of the following month. How would the administrator ensure the article is available on the first of the month?

- A. Create a task related to the article with a reminder set for the article start date.
- B. Create a workflow rule to update the article status to Published on the article start date.

- C. Set the article publish date to automatically display the article on the start date.
- D. Send an email reminder to update the article status to Published on the start date.

Correct Answer: C

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## QUESTION 14

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

Correct Answer: ABD

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## QUESTION 15

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?

- A. Use a workflow rule with an action
- B. Use a validation rule
- C. Use a case assignment rule
- D. Use an Apex trigger

Correct Answer: A

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