

CRT-261^{Q&As}

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.pass2lead.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

Universal Containers has recently set up an email-to-case channel for customers to submit case. However, they are having trouble tracking and relating email responses to the related Salesforce case. What should a Consultant recommend to address this issue?

- A. Insert a reference Thread ID in the email subject template
- B. Use Omni-Channel to automatically route inbound email
- C. Assign a user to manually manage incoming email
- D. Convert to an On-Demand Email-to-Case setup

Correct Answer: A

QUESTION 2

What are some uses of www.trust.salesforce.com in business continuity planning? (Choose 3)

- A. To provide online security threat information
- B. To provide live and historical data on system performance
- C. To provide information planning planned maintenance
- D. To provide live support for system and data backup
- E. To provide best practices for continuity plans

Correct Answer: ABC

QUESTION 3

Universal Containers\' customer support management wants to provide proactive communications to customers who are likely to provide low customer satisfaction (CSAT) scores Which two customer-related metrics should the customer support management analyze? Choose 2 answers

- A. High priority cases opened by account month-to-date
- B. Time spent by account year-to-date
- C. Escalated cases by account month-to-date
- D. New cases opened by account channel

Correct Answer: AC

QUESTION 4

Which feature of Salesforce Knowledge can be leveraged to create a customer-facing product information website?
Choose 2 answers.

- A. Display articles in a public knowledge base.
- B. Display articles in Salesforce Answers.
- C. Display articles with HTML, images, and links.
- D. Publish articles to the Web using Salesforce Publisher.

Correct Answer: AC

QUESTION 5

UCs is implementing Salesforce Knowledge at its contact center. The contact center has a dedicated support team for each product that it supports. Contact center agents should only be able to view articles for the product they support. What solution should a consultant recommend to meet this requirement?

- A. Assign team-based roles to the associated product article types
- B. Assign team-based profiles to the associated product article types
- C. Assign team-based roles to the associated product data category value
- D. Assign team-based profiles to the associated product data category value

Correct Answer: C

[Latest CRT-261 Dumps](#)

[CRT-261 VCE Dumps](#)

[CRT-261 Study Guide](#)