

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

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**QUESTION 1**

Which solution can be used to improve call deflection?

- A. Knowledge base
- B. Community forum
- C. Assignment rules
- D. Web chat
- E. Case routing

Correct Answer: D

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**QUESTION 2**

Which feature should a Consultant recommend to allow a Tier 2 Service Representative to take over case processing from Tier I and know how far Tier I had progressed in troubleshooting?

- A. Service Console Macros
- B. Lightning Guided Engagement
- C. Path for Cases
- D. Lightning Flow Component

Correct Answer: B

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**QUESTION 3**

From any queue list view, users can take ownership of one or more cases if: (Choose 3 answers)

- A. They are members of that Queue
- B. They have a Contact Manager Profile
- C. If the OWD for sharing cases is Public Read/Write/Transfer
- D. They are higher in the Role Hierarchy than a Queue Member
- E. All of the above

Correct Answer: AD

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**QUESTION 4**

A case has not been closed even after 30 days, but those cases can be closed in 7 days. What should the consultant do to overcome this? choose 2 options

- A. Use auto response rule to send an email
- B. Use escalation rule to send an email
- C. Supervisors to investigate those cases
- D. Identify those cases and assign to the closure team

Correct Answer: CD

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#### QUESTION 5

In the telesales contact center, Universal Containers has three-step and five-step order process, contingent on the type of product sold. Which approach should be used to optimize the order process? Choose 2 answers

- A. Use Visualforce to create a wizard for each process
- B. Organize the fields on the page layout to match each process
- C. Use Visual Workflow to streamline the process
- D. Create a custom object for each step in the process

Correct Answer: BC

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