

CRT-261^{Q&As}

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QUESTION 1

As part of a new Salesforce Knowledge implementation, Universal Containers would like to migrate articles from their current database.

Which factor should a Consultant consider as part of the migration strategy?

- A. Convert any articles containing HTML into plain text before importing because HTML is NOT supported in any article field types.
- B. Verify that each article type has field level security on all fields set to read-only prior to import, in order to prevent any loss of data.
- C. Ensure that each existing article type has a corresponding Salesforce Knowledge article type that matches its structure and content.
- D. Prepare a single .csv file that can be used to migrate all articles types at once and include with a properties file in a .zip for import.

Correct Answer: D

QUESTION 2

Universal Containers needs to provide contact center agents with access to a customer's payment history if the call concerns a billing problem. The following considerations need to be taken into account:

Billing problems account for less than 5% of calls.

Billing data is stored in an external system containing over 20 million records.

Agents do not want to maintain separate login sessions for Salesforce and the billing system.

Which two solutions should a consultant recommend? Choose 2 answers

- A. Use Lightning Connect to connect and access data in real-time from the billing system.
- B. Import payment data into Salesforce and add to the contact page layout as a related list.
- C. Create a Visualforce page that retrieves payment information via a Web Service call-out.
- D. Create a custom tab of type URL that displays a search page from the billing system.

Correct Answer: CD

QUESTION 3

Universal Containers requires that users have the ability to view specific cases, as determined by the product type field on the case. An email should be sent to the users when a case to which they have access is created or closed. What should a consultant recommend to meet these requirements? (Choose 2)

- A. Escalation rules
- B. Case teams
- C. Workflow rules
- D. Auto-response rules

Correct Answer: BC

QUESTION 4

UC is in the process of implementing Service Cloud. In which order should the data be migrated?

- A. Users, accounts, contacts, cases
- B. Accounts, contacts, cases, users
- C. Users, contacts, accounts, cases
- D. Accounts cases, users, contacts

Correct Answer: A

QUESTION 5

Which Statement is true regarding Salesforce Chatter Answers? Choose 3 answers

- A. Answers can be exposed to partner portal users
- B. External users can subscribe to Answers
- C. Escalate a question to a case
- D. Knowledge articles can be created from Answers
- E. Select best answers for questions.

Correct Answer: CDE

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