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QUESTION 1

Universal Containers\ agents often need to access the same cases, contacts, and orders multiple times per day. What should a consultant recommend to meet this requirement?

- A. Create a custom list view for cases, contacts, and orders and pin them to the side bar.
- B. Enable the "Access Recent Items" user permission on the user profiles.
- C. Enable the "History" component within the Salesforce Console for Service.
- D. Embed a "Recent Items" Visualforce component into the Salesforce Console for Service.

Correct Answer: C

QUESTION 2

A contact center manager wants to measure the impact of a new customer care program. What can be used to measure an increase in customer satisfaction? Choose 2 answers.

- A. Service level agreement
- B. First call resolution
- C. Average handle time
- D. Customer satisfaction survey

Correct Answer: BD

QUESTION 3

Using Import Wizard, how many Asset records can you import at a time?

- A. 1000
- B. 5000
- C. 50,000
- D. 100,000
- E. You cannot import Assets via Import Wizard

Correct Answer: E

QUESTION 4

Universal Containers (UC) needs to invoke a process on an external system (NOT in Salesforce)

whenever cases are created or updated by contact center agents. UC does NOT want to use any customized code to accomplish this.

Which solution should a Consultant recommend?

- A. RESTful services with GET, POST, or PUT
- B. Workflow-driven outbound messaging
- C. Schedule batch Apex processing job
- D. Visualforce page APEX SOAP async callout

Correct Answer: B

QUESTION 5

A new customer to Salesforce is considering implementing a customer portal. The customer has millions of users and plans to evaluate a high-volume customer portal. What is a key consideration when configuring a customer portal?

- A. Users cannot own records
- B. Users can download and view content
- C. Users are not associated with a role in the hierarchy
- D. Users can be part of a case team

Correct Answer: C

QUESTION 6

The Support Manager at Universal Containers has determined that there are five common case types that are always resolved during the first call. Additionally, the support manager noticed that support agents are sending similar emails to the customer for each case. Which three solutions can a consultant implement to minimize the time it takes a support agent to create emails for these cases?

- A. Implement Quick Text
- B. Enable the Support Process for default email templates
- C. Implement Macros
- D. Implement Email-To-Case
- E. Enable the support setting for default email templates

Correct Answer: ACE

QUESTION 7

What is a benefit of a quality monitoring system? Choose 2 answers

- A. Lower the average speed of answer (ASA)
- B. Teach new agents how to handle difficult situations
- C. Enforce a consistent standard of service for customer interaction
- D. Capture inappropriate word usage and generate reports

Correct Answer: CD

QUESTION 8

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

QUESTION 9

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 10

Which support channel requires the smallest amount of agent work time?

- A. Web to case
- B. Email to case
- C. Web self service
- D. Chat

Correct Answer: C

QUESTION 11

The Universal Containers customer support organization has implemented Knowledge Centered Support (KCS) in its call center. However, the call center management thinks that agents are not contributing new knowledge articles as often as they should. Which two should the company do to address this situation? Choose 2 answers

- A. Measure and reward agents based on the number of new articles submitted for approval.
- B. Measure and reward agents based on the number of new articles approved for publication.
- C. Create a dashboard that includes articles submitted by agents and approved for publication.
- D. Require agents to check a box on the case when submitting a new suggested article.

Correct Answer: AC

QUESTION 12

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

QUESTION 13

Universal containers has implemented salesforce knowledge and the service manager wants to encourage agents to use knowledge base. Which metric should the service manager monitor? (choose 1 answer)

- A. Number of article votes
- B. Number of customer ratings
- C. Number of approved articles
- D. Number of archived articles

Correct Answer: A

QUESTION 14

Universal Containers had tech support and general customer teams that use unique service console applications.

Which two configuration should a consultant use when deploying the console?

- A. Assign user to public group with access to the service console app
- B. Assign users a permission with access to the service console app
- C. Assign users a sharing rule with access to the service console app
- D. Assign users a profile with access to the service console app

Correct Answer: BD

QUESTION 15

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

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