

# Salesforce

## Exam Questions CRT-261

Certification Preparation for Service Cloud Consultant



#### NEW QUESTION 1

What is a recommended way to migrate data from an external system while ensuring that the data adheres to data quality rules established for the Salesforce org?

- A. Cleanse the data outside of Salesforce and then migrate the data.
- B. Use the Salesforce data loader to load and cleanse the data.
- C. Use the Salesforce import wizard to load and cleanse the data.
- D. Upload the data into Salesforce and then run data cleansing tools.

**Answer:** A

#### NEW QUESTION 2

Which two capabilities of Lightning Knowledge ensure accurate content in Articles? Choose 2 answers

- A. Approval Process that assigns an Article to a Reviewer Queue.
- B. Knowledge Action to Publish an Article once the Article is approved.
- C. Validation Rules for article record types to verify all fields during creation.
- D. Data Category to assign an article record type to a Reviewer.

**Answer:** AC

#### NEW QUESTION 3

Universal Containers wants to ensure the contracted service level requirements for its clients are being met. What should be configured to meet this requirement?

- A. Entitlement processes, milestones, milestone actions, and entitlements
- B. Entitlement processes, contracts, contract line items, and entitlements
- C. Entitlement processes, contract line items, milestones, and entitlements
- D. Entitlement processes, contracts, milestones, and milestone actions

**Answer:** A

#### NEW QUESTION 4

A company receives support requests through a variety of email addresses and web forms for different parts of the business. Which feature combination will ensure that cases are efficiently handled by the most appropriate representatives?

- A. Case Assignment Rules, Queues, Chatter Groups, Live Agent
- B. Case Assignment Rules, Queues, Public Groups, Omni-Channel
- C. Escalation Rules, Queues, Chatter Groups, Omni-Channel
- D. Escalation Rules, Queues, Public Groups, Live Agent

**Answer:** B

#### NEW QUESTION 5

Which three are characteristics of Visual Workflow? Choose 3 answers

- A. Apex code must be used to update fields in the database.
- B. Elements can be used to pass data to legacy systems.
- C. Apex code must be used to pass data to legacy systems.
- D. Only one version of a flow can be activated at a time.
- E. Elements can be used to update fields in the database.

**Answer:** ABD

#### NEW QUESTION 6

Universal Containers wants to implement Knowledge to assist agents with the resolution of cases. Which three recommendations should a consultant make to meet this requirement? Choose 3 answers

- A. Enable article customization for open cases.
- B. Enable agents to create their own personal articles.
- C. Enable suggested articles on new cases.
- D. Enable article submission during case close.
- E. Create an email template to send articles as PDF attachments.

**Answer:** CDE

#### NEW QUESTION 7

Universal Containers wants to be able to assign Cases based on the same criteria they use for Live Agent chats. Which feature should a Consultant recommend?

- A. Omni-channel Skills-based routing
- B. Live Agent Queue-based routing
- C. Omni-channel Queue-based routing
- D. Case Skills-based Assignment Rules

**Answer:** B

**NEW QUESTION 8**

Universal Containers wants to maintain Service Level Agreements on its customer cases. Customers are provided different service levels based on their Services agreement. The VP of Customer Service wants to use Service Cloud to track and ensure senior management is alerted when cases have NOT completed certain stages.

Which Service Cloud feature should the Consultant recommend to address this requirement?

- A. Salesforce Console
- B. Entitlements and Milestones
- C. Case Escalation
- D. Case Assignment

**Answer: B**

**NEW QUESTION 9**

What are two design considerations for a Live Agent implementation? Choose 2 answers

- A. Chat Visitor Browser
- B. Chat Window Title
- C. Chat Character Limit
- D. Idle Connection Timeout

**Answer: AD**

**NEW QUESTION 10**

A consulting firm has been retained to implement a new Service Cloud platform for a company. This company requires quick iterations and a speedy project completion. The company has requested frequent project updates for check-ins and refinement.

Which methodology should the Consultant recommend to meet the given requirements?

- A. Kanban
- B. Lightning Platform
- C. Agile
- D. Waterfall

**Answer: C**

**NEW QUESTION 10**

A Service Manager has just configured Live Agent at a company site. Now, the Agents cannot see the Live Agent footer component in the console.

Which configuration option should be verified?

- A. verify that users have access to the Live Agent chat buttons.
- B. Verify that users have access to the Live Agent public group.
- C. Verify that users are assigned the Live Agent feature license.
- D. Verify that users are assigned the Live Agent user profile.

**Answer: D**

**NEW QUESTION 14**

Universal Containers wants articles to be suggested to agents based on information they are typing into the case.

Which solution should a consultant recommend?

- A. Implement a Salesforce Console for Service and enable the Knowledge sidebar on the case page layout.
- B. Enable the Knowledge sidebar related list on the case page layout.
- C. Enable the Knowledge sidebar setting in the case support settings.
- D. Create a Visualforce page called Knowledge sidebar on the case page layout.

**Answer: A**

**NEW QUESTION 19**

Universal Containers wants to provide a more consistent service experience to its customers and is evaluating the Service Cloud macro feature.

Which three configurations must be made? Choose 3 answers

- A. Users must use Lightning Experience.
- B. Publisher Actions used in the macros must be on the page layout.
- C. The Macros widget or utility must be added to the console.
- D. The Run Macros Permission must be granted to users.
- E. The Run Macros Action must be on the page layout.

**Answer: ABD**

**NEW QUESTION 21**

Universal Containers is considering a Knowledge-Centered Support (KCS) implementation. Which three benefits can be expected from KCS adoption? Choose 3 answers

- A. Increased call deflection
- B. Increased call routing accuracy
- C. Reduced issue resolution time
- D. Reduced support channels

E. Optimized use of resources

**Answer:** CDE

**NEW QUESTION 24**

Milestones can be added to which three Object types? Choose 3 answers

- A. Entitlement
- B. Work Order
- C. Service
- D. Case
- E. Account

**Answer:** ABD

**NEW QUESTION 25**

Universal Containers (UC) plans to implement Salesforce Knowledge for its U.S. Call Center to assist agents in providing customer support. Which three options should UC consider when planning its implementation? Choose three answers

- A. What types of information they need to publish.
- B. Who can approve and manage the information published.
- C. How information should be categorized.
- D. Where call center support agents are located.
- E. When the knowledge maintenance window is available.

**Answer:** ABC

**NEW QUESTION 28**

Universal Containers wants customers to have the ability to log cases with structured data and route based on Urgency and Product Line. How should a Consultant accomplish this?

- A. Standard Email-to-Case with assignment rules
- B. Lightning Email with web routing prioritization
- C. Omni-Channel with prioritized queues
- D. Standard Web-to-Case with assignment rules

**Answer:** A

**NEW QUESTION 30**

A company is planning for the migration of an existing knowledge base into Salesforce Knowledge. Which set of factors should be considered in selecting which articles to migrate?

- A. Last modified date and frequent search terms
- B. Last modified date and number of recent article views
- C. Original creation date and average rating of articles
- D. Original creation date and total number of article views

**Answer:** B

**NEW QUESTION 33**

Universal Containers uses Live Agent to interact with customers. Service Reps complain that it takes too much time to end the chat and close the case. Which two features should a Consultant recommend to address this concern? Choose 2 answers

- A. Visual Workflow
- B. Lightning Guided Engagement
- C. Quick Text
- D. Macros

**Answer:** CD

**NEW QUESTION 36**

Universal Containers' support team requires its customers to submit their support inquiries via free form email (Outlook, Gmail, Yahoo, etc). Additional requirements are listed below:

- Support attachments up to 30 MB per inquiry
- Over 10,000 inquiries per day

What solution should a consultant recommend to meet these requirements?

- A. Email-to-Case
- B. Customer Chatter groups
- C. Web-to-Case
- D. On-Demand Email-to-Case

**Answer:** A

**NEW QUESTION 41**

Which method can be used to route cases from social channels?

- A. use Twitter-to-case and add workflow rules to the case object.
- B. Enable Social Customer Service and add assignment rules to the case object.
- C. Enable Social Network Profile and add workflow rules to the contact object.
- D. Enable Social Network Profile and add assignment rules to the case object.

**Answer: B**

#### **NEW QUESTION 46**

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.

**Answer: A**

#### **NEW QUESTION 47**

A company is changing its case management system to Salesforce. All active accounts, contacts, and closed cases for the past 5 years must be migrated to Salesforce for go-live.

Which approach should be used for the data migration?

- A. Prepare, Plan, Test, Execute, Validate
- B. Plan, Prepare, Test, Execute, Validate
- C. Prepare, Plan, Validate, Execute, Test
- D. Plan, Prepare, Validate, Execute, Test

**Answer: D**

#### **NEW QUESTION 51**

Universal Containers plans to deploy Salesforce Service Console to its support team. Which three steps should be considered in deployment? Choose three answers

- A. Customize highlights panels for all objects.
- B. Set up interaction logs and assign them to user profiles.
- C. Assign users the Service Cloud User feature license.
- D. Set up users and assign them to a queue.
- E. Customize case list views.

**Answer: ABC**

#### **NEW QUESTION 53**

A company frequently has issues with customers that need complex, hands-on technical support with high-priority issues in difficult-to-visit locales. What should be recommended for reliable, real-time support to customers with these restrictions?

- A. Customer Community
- B. Field Service Lightning
- C. SOS Video Chat
- D. Salesforce Knowledge

**Answer: C**

#### **NEW QUESTION 57**

The Contact Center at Universal Containers wants to increase its profit margins by promoting call deflection within Service Cloud. Which two solutions should a Consultant recommend? Choose 2 answers

- A. Knowledge Base
- B. Customer Community
- C. Automatic Call Distribution
- D. Service Cloud Console

**Answer: AB**

#### **NEW QUESTION 62**

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.

**Answer:** AC

**NEW QUESTION 63**

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