

Salesforce Service Cloud Consultants

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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?

Options:

- A. Cleanse the data outside of Satesfbrce 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

Question 2

Universal Containers wants to implement a new web presence to support its customers. It has provided the following requirements:

- Ability for visitors to search Knowledge articles without registering or logging in
 - Ability for over one million registered customers to securely submit cases and view the status of those cases
 - Ability to display white papers to registered customers
 - Ability for registered customers to save favorite Knowledge articles for easy access later
- What should the consultant recommend as part of the solution?

Options:

- A. Implement Partner Communities with Knowledge.
- B. Implement Customer Communities with Content.
- C. Implement Employee Communities with Content.
- D. Implement Customer Communities with Knowledge.

Answer: D

Question 3

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

Options:

- 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: A, C

Question 4

Universal Containers recently deployed a Salesforce Knowledge implementation, but is looking to evaluate the quality of the articles being produced.

What should the Consultant recommend to gather information on Knowledge article usefulness?

Options:

- A. Contact Salesforce to send a report on article efficacy.
- B. Send out a monthly survey to customers requesting feedback.
- C. Install Knowledge Base Dashboards and Reports AppExchange package.
- D. Create a group of super users that will evaluate and manage articles.

Answer: C

Question 5

What are three best practices that should be used when deploying Salesforce functionality to production? Choose 3 answers

Options:

- A. Ensure that at least 60% of the code is covered by unit tests before deploying to production.
- B. Plan and communicate the deployment to all users of the organization in advance.
- C. Select a window of time when users will NOT be making changes to the organization.
- D. Ensure all users refrain from logging into production for an entire day prior to deployment.

E. Migrate a test deployment to a staging environment for a smoother real-life experience.

Answer: B, C, E

Question 6

Universal Containers wants to ensure the contracted service level requirements for its clients are being met.

What should be configured to meet this requirement?

Options:

- 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

Question 7

How should a Consultant provide Suggested Article functionality to Lightning Service Console users?

Options:

- A. Add the Knowledge Component to the Service Console.
- B. Add the Knowledge tab to the Console app.
- C. Create email templates with Knowledge Articles attached.
- D. Add the Suggested Article widget to the Case page layout.

Answer: A

Question 8

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?

Options:

- 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

Question 9

Support agents need to verify that customers are eligible to receive customer support before they can update

the Which two objects are used to verify that a customer is entitled to receive support? Choose 2 answers

Options:

A. Contacts

B. Products

C. Service contracts

D. Case history

Answer: A, C

Question 10

Universal Containers is launching a full line of new products and Service Cloud should support the following requirements:

- Agents need to collaborate with other teams.
- The product development team needs to be alerted on high-priority cases for specific products. Which solution will meet these requirements?

Options:

A. Use Process Builder for notifications and case teams to monitor cases.

B. Use Process Builder for notifications and account teams to monitor cases.

C. Use escalation rules for notifications and account teams to monitor cases.

D. Use escalation rules for notifications and case teams to monitor cases.

Answer: A

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