

DUMPS ARENA

Salesforce Certification Preparation for Service Cloud Consultant

Salesforce CRT-261

Version Demo

Total Demo Questions: 10

Total Premium Questions: 65

Buy Premium PDF

<https://dumpsarena.co>

sales@dumpsarena.co

sales@dumpsarena.co
dumpsarena.co

QUESTION NO: 1

Universal Containers needs to closely manage the publishing life cycle for articles in Knowledge. Article managers will be granted different publishing capabilities, from article creation through archiving published articles.

How should the permissions for article managers be set up?

Choose one answer

- A. Create public groups with article managers and assign each group to specific article actions.
- B. Create publication teams with article managers and assign each team to specific article actions.
- C. Create public groups with article managers and assign each group to specific publication states.
- D. Create publication teams with article managers and assign each team to specific publication states.

ANSWER: A**QUESTION NO: 2**

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: C D**QUESTION NO: 3**

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: A B D

QUESTION NO: 4

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

QUESTION NO: 5

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

- 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 NO: 6

When Service Reps view a Case, they often need to see the Case History of other Cases for that same Account. How should a Consultant configure the Lightning Service Console to support this requirement?

- A. Account tabs and Cases tab
- B. Case tabs with Account subtabs
- C. Account tab with Cases related list

D. Account tabs with Case Subtabs

ANSWER: C

QUESTION NO: 7

Which feature should a Consultant configure to allow global Service Reps to call customers from within the Lightning Service Console?

- A. Open CTI
- B. Macros
- C. Local Presence
- D. Lightning Dialer

ANSWER: D

QUESTION NO: 8

A company has these requirements for dealing with Cases:

- Handled efficiently and by the right agents
- Distributing the load so that agents do NOT have to manually select the next Case to work

Which two Omni-Channel features will assist in this routing and distribution? Choose 2 answers

- A. Route to agents with the most cases closed for that topic.
- B. Route to agents staffing the assigned overflow queues.
- C. Route to agents with the least amount of active assigned work.
- D. Route to agents with the most capacity to take on new work.

ANSWER: C D

QUESTION NO: 9

A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system.

Which two metrics can be used to assess the success of the new workforce management system? Choose 2 answers

- A. Number of calls offered
- B. Agent utilization
- C. Quality monitoring score
- D. Schedule adherence

ANSWER: B D

QUESTION NO: 10

A support agent has a detailed question about product functionality. The agent needs to access a real-time response from internal subject matter experts.

Which feature will help the support agent send this question to the right group of people?

Choose one answer

- A. Mass email
- B. Chatter groups
- C. Public groups
- D. Escalation rule

ANSWER: B