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Salesforce Certification Preparation for Service Cloud Consultant - CRT-261 Exam Practice Test

Question 1

Universal Containers has implemented KCS. Specific article types and categories require approval, both the Publish Articles action button and the Submit for Approval button are available on page layouts. Agents are forgetting to submit certain articles types for approval. What should a consultant recommend to automate the approval process?

☐ A. Workflow

☐ B. Assignment rule

☐ C. Validation rule

☐ D. A Process Builder

[Hide answers/explanations](#)

Correct Answer: D

Question 2

Universal Containers wants to unify channels and manage agent workload with Omni-Channel routing. What required step should a consultant address before configuring

☐ A. Create a Salesforce Case to have Omni-Channel enabled.

☐ B. From Setup, select Omni-Channel Settings and Select Enable Omni-Channel.

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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q105-Q110):

NEW QUESTION # 105

Cloud Kicks is migrating its knowledge base from Classic Knowledge into Lightning Knowledge. After the migration, an integration process that manages the articles' lifecycles by archiving deleting articles of a certain designation now fails.

What are two reasons the integration is failing?

Choose 2 answers

- A. After the migration, an integration process that manages the articles' lifecycle by archiving and
- B. The Article Type field is no longer accessible via SOQL or the API.
- C. Users must have Modify All permission to delete archived articles.
- D. URL formats for articles differ between Classic and Lightning Knowledge.
- E. Only Published articles are available in the API.

Answer: C,D

Explanation:

Explanation

These are two reasons why the integration is failing after migrating from Classic Knowledge to Lightning Knowledge. The URL formats for articles change when migrating from Classic Knowledge to Lightning Knowledge, so any integration that relies on URLs needs to be updated accordingly. Also, users need to have Modify All permission on the article type object to delete archived articles in Lightning Knowledge, whereas in Classic Knowledge they only needed Delete permission on the article type object.

Verified References: :

URL Formats for Articles Change When Migrating from Classic Knowledge to Lightning Knowledge : Delete Archived Articles in Lightning Knowledge

NEW QUESTION # 106

Universal Containers wants to reduce the amount of time support agents spend creating cases. Case creation must scale up to 5000 new cases per day, as well as allowing file attachments under 25 MB by the customer.

Which two features should the consultant suggest?

Choose 2 answers

- A. On-Demand Email-to-Case
- B. Standard Email-to-case
- C. Web-to-Case forms
- D. Apex Email Service

Answer: A,B

NEW QUESTION # 107

Cloud Kicks (CK) recently implemented Knowledge Centered Support to improve the expertise of its agents.

The pilot focused on creating articles for the most common support topics. After the pilot, customer satisfaction has improved and average call time has decreased. To continue improving KPIs, CK wants to know where to focus its efforts next.

Which Knowledge dashboard should a consultant use?

- A. Top Articles sorted descending
- B. Most Revised Articles
- C. Search Activity Gaps
- D. Most Linked Articles

Answer: C

Explanation:

Search Activity Gaps is a Knowledge dashboard that a consultant should use to know where to focus its efforts next after implementing Knowledge Centered Support. Search Activity Gaps shows the number of searches that returned no results, no articles, or no clicked articles. This can help identify the topics or keywords that need more or better articles to satisfy customer needs. Verified References: : https://help.salesforce.com/s/articleView?id=sf.knowledge_dashboard_search_activity_gaps.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.knowledge_dashboard_overview.htm&type=5

NEW QUESTION # 108

What are three necessary steps to test that the Omni-Channel implementation is routing correctly?

Choose 3 answers

- A. Open the record you want to route.
- B. Log in as a user who is enabled for Omni-Channel access.
- C. Open the Omni-Channel Supervisor tab.
- D. Change the owner to a queue associated with the routing configuration.
- E. Enable Debug Omni Channel routing configuration in SttUp.

Answer: A,B,D

Explanation:

Explanation

These are three necessary steps to test that the Omni-Channel implementation is routing correctly. Changing the owner to a queue associated with the routing configuration ensures that the record is eligible for routing by Omni-Channel. Logging in as a user who is enabled for Omni-Channel access allows the user to receive work items from Omni-Channel and see the Omni-Channel Utility widget. Opening the record you want to route triggers Omni-Channel to evaluate the record and route it to an available agent based on the routing configuration settings. Verified References: : Test Your Routing Configuration

NEW QUESTION # 109

Cloud Kicks is migrating its knowledge base from Classic Knowledge into Lightning Knowledge. After the migration, an integration process that manages the articles' lifecycles by archiving deleting articles of a certain designation now fails.

What are two reasons the integration is failing?

Choose 2 answers

- A. After the migration, an integration process that manages the articles' lifecycle by archiving and
- B. The Article Type field is no longer accessible via SOQL or the API.
- C. Only Published articles are available in the API.
- D. URL formats for articles differ between Classic and Lightning Knowledge.
- E. Users must have Modify All permission to delete archived articles.

Answer: C,D

NEW QUESTION # 110

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One of the keys to a good project is to start the team out with clear CRT-261 project objectives and a well-understood approach, Stephen Bennett, Director, Technology Business Unit, Oracle Corporation.

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