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Salesforce CRT-261

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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q35-Q40):

NEW QUESTION # 35

A customer-submitted case is routed to a service desk agent at Universal Containers. After the agent responds to the case, the agent realizes the customer is not eligible for support. Which solution should a consultant recommend to prevent this scenario from happening in the future?

- A. Add the entitlement lookup field to case page layouts.
- B. Add a Validation Rule that ensures each Case has an entitlement.
- C. Add the entitlement related list to account page layouts.
- D. Add a Validation Rule that ensures each Account has an entitlement.

Answer: C

NEW QUESTION # 36

Universal Containers has a well-defined support process for cases which includes the following statuses:

- * New
- * Assigned
- * In Progress
- * Waiting On Customer
- * Closed

The support manager has noticed an increase in the average age of a case and wants to understand how long a case is in each status. Which report type should the consultant consider when collecting data for the support manager?

- A. Cases with Milestones
- B. Case History
- C. Case Lifecycle

Answer: B

Explanation:

For analyzing the duration cases spend in each status, the "Case History" report type is most suitable. This report tracks all changes made to a case, including status updates, providing a detailed timeline of a case's progression. This data enables the support manager to identify bottlenecks or stages where cases are delayed, facilitating targeted improvements in the support process.

NEW QUESTION # 37

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. Create an email template to send articles as PDF attachments.
- D. Enable suggested articles on new cases.
- E. Enable article submission during case close.

Answer: C,D,E

NEW QUESTION # 38

Cloud Kicks needs to onboard new employees and deliver new hire training more efficiently.

This includes providing access to job information such as benefits, internal job openings, and mandatory employee training. What should the consultant recommend to meet the requirements?

- A. Experience Cloud site
- B. Einstein Next Best Action
- C. Trailhead

Answer: C

Explanation:

For efficient onboarding and training of new employees, including access to job information, benefits, internal job openings, and mandatory training, Trailhead is the recommended solution. Trailhead provides a gamified, interactive learning experience, allowing employees to engage in self-paced learning modules tailored to their roles and the organization's processes.

NEW QUESTION # 39

Cloud Kicks has millions of customers. Only a small percentage of the customers have existing Contact records in Salesforce. The customer's email address is used to populate details from another system and enrich the Contact record.

A service center uses multiple channels to support customers, including phone, Email-to-Case, and Web-to-Case. Support agents frequently fail to capture the necessary information, leading to an inconsistent customer experience.

What is the recommended method to consistently capture new caller details?

- **A. Use an auto-launched flow to capture details.**
- B. Use a global quick action to capture details.
- C. Use Open CTI with Pop to flow to capture details.
- D. Use a new customer Path on Contact to capture details.

Answer: A

Explanation:

Using an auto-launched flow to capture details is the recommended method to consistently capture new caller details. An auto-launched flow is a type of flow that runs in the background without user interaction. An auto-launched flow can be triggered by various actions, such as creating a record, updating a field, clicking a button, or invoking a process. An auto-launched flow can perform various tasks, such as collecting inputs, updating records, creating records, or calling external services. Using an auto-launched flow to capture details can help ensure that support agents enter the necessary information for new callers, such as their name, email address, phone number, or reason for call. Verified References: Service Cloud Consultant Certification Guide & Tips, Create an Auto-Launched Flow

NEW QUESTION # 40

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