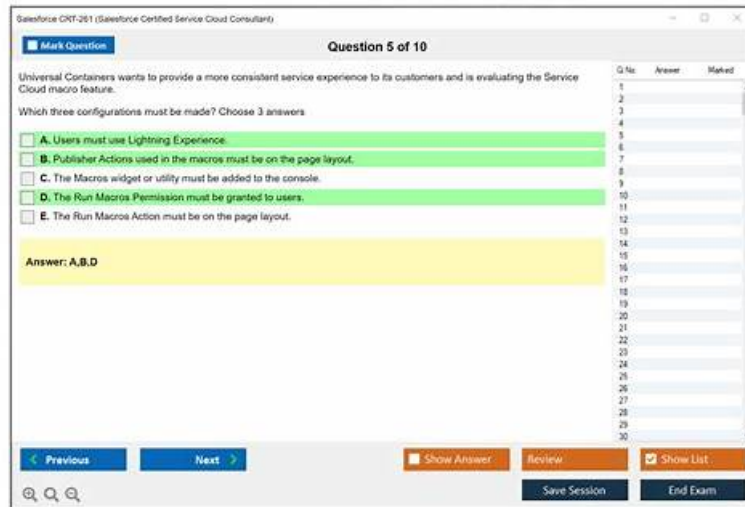# Exam CRT-261 Simulator Online & New CRT-261 Exam Pass4sure

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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q159-Q164):

NEW QUESTION # 159
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?

- A. Install Knowledge Base Dashboards and Reports AppExchange package.

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

Answer: A

Explanation:
The Knowledge Base Dashboards and Reports AppExchange package is a free package that provides pre-built dashboards and reports to help you measure and improve your knowledge base. You can use this package to gather information on knowledge article usefulness, such as article ratings, views, feedback, searches, and gaps. Verified References: Knowledge Base Dashboards and Reports

NEW QUESTION # 160
Cloud Kicks pride support to customers across the workd and uses the Lightning experince. Service agents have a set of common responses. Managers would like to consilidate the responses as Quick Text, translate them to multiple languages and share them to the correct groups of service agents.
What should a consultant recommend to meet the requirements?

- A. Share each Quick Text individually to Public Groups.
- B. Use translation Workbech to localize each Quick Text.
- C. Set the Organization-Wide default to Public Ready Only.
- D. Share the Folder with Quick text for each language.

Answer: D

Explanation:
Sharing the Folder with Quick Text for each language is the recommended solution to meet the requirements, because it allows CK to consolidate, translate, and share the common responses as Quick Text. Quick Text is a feature that enables service agents to insert predefined messages, such as greetings, answers, or closing statements, into emails, chats, tasks, events, and more. Quick Text can be organized into folders and shared with different groups of users based on their language or role. Quick Text can also be translated into multiple languages using Translation Workbench or a third-party service. Verified References: : Quick Text Overview : : Share Quick Text Using a Folder in Lightning Experience : : Translate Quick Text

NEW QUESTION # 161
Universal Containers (UC) wants to implement Service Cloud using Agile methodology. How should the consultant recommend delivering a successful implementation?

- A. Schedule a meeting with the UC executives at the start of the project to generate all the requirements.
- B. Deliver the entire project simultaneously so as to present UC with a completed solution.
- C. Generate continuous feedback from the project team, and adjust the requirements and deliverables accordingly.
- D. set a cutoff date of 1.5 months before user acceptance testing for any change requests.

Answer: C

Explanation:
Generating continuous feedback from the project team, and adjusting the requirements and deliverables accordingly is a key principle of Agile methodology. It allows for iterative and incremental development, which can lead to a successful implementation of Service Cloud. Verified References: : https://trailhead.
salesforce.com/en/content/learn/modules/agile-basics/agile-basics-principles : https://trailhead.salesforce.com
/en/content/learn/modules/agile-basics/agile-basics-methodologies

NEW QUESTION # 162
Business Users have requested that the salesforce administrator allow agents to view a list of cases in the console while agents work through their cases. This will allow agents to identify urgent cases that need to be worked on.
How should this be accomplished?

- A. Enable the list to be pinned in the console. This allows users to view the list alongside the case view in the console
- B. Configure the case list under custom console components so users can view the list view along with the case view

- C. Build a customer visual force page with the list view and assign it to the console sidebar.
- D. Recommend opening the case list view in a separate browser tab and use the window alongside the case view

Answer: A

NEW QUESTION # 163
Cloud Kicks is preparing to support customers through SMS text messaging and WhatsApp. Support agents will need to easily switch between multiple customer conversations. Which two features will help meet the requirements?
Choose 2 answers

- A. Chat
- B. Social Customer Service
- C. Service Console
- D. Messaging

Answer: C,D

Explanation:
Explanation
Service Console and Messaging are two features that will help meet the requirements for supporting customers through SMS text messaging and WhatsApp. Service Console is a customized interface that allows agents to manage multiple customer interactions in one place, switch between different channels, and access relevant information and tools. Messaging is a feature that enables agents to communicate with customers through SMS text messaging and WhatsApp from within Service Cloud, using predefined templates, quick replies, emojis, and attachments.Verified References: : Service Console Overview : : Messaging Overview

NEW QUESTION # 164
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