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CRT-261 Questions Answers

Question No:2

A company is planning for the migration of an existing knowledge base into Salesforce Knowledge. Which set of factors should be considered in selecting which articles to migrate?

- A. Last modified date and frequent search terms
- B. Last modified date and number of recent article views
- C. Original creation date and average rating of articles
- D. Original creation date and total number of article views

Answer: B

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Salesforce CRT-261 is a certification preparation course designed for individuals who want to become certified Service Cloud Consultants. The Service Cloud Consultant certification is intended for individuals who have experience implementing Salesforce Service Cloud solutions in a customer-facing role. Certification Preparation for Service Cloud Consultant certification course helps individuals prepare for the Service Cloud Consultant certification exam, which is a multiple-choice exam that tests their knowledge of Salesforce Service Cloud features, design considerations, deployment best practices, and troubleshooting techniques.

The CRT-261 Exam is a comprehensive test that covers a wide range of topics related to Service Cloud. These topics include

designing and implementing Service Cloud solutions, managing cases, configuring and managing the Salesforce Knowledge Base, managing data and analytics, integrating with external systems, and designing and implementing communities. CRT-261 exam consists of 60 multiple-choice questions and candidates have 105 minutes to complete it. The passing score for the exam is 67%.

Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q197-Q202):

NEW QUESTION # 197

Cloud Kicks wants to offer its customers a more personalized, flexible service experience beyond emails, phone calls, and chatbots. What should the consultant recommend to meet this requirement?

- **A. Messaging apps**
- B. Salesforce Knowledge
- C. Social media

Answer: A

Explanation:

To offer a more personalized and flexible service experience, integrating messaging apps into the service strategy is recommended. Messaging apps allow for asynchronous, convenient communication that can enhance customer engagement and satisfaction by catering to their preferences for quick, informal interactions.

NEW QUESTION # 198

Universal Containers has regional contact centers around the world. Support Managers have asked to see support metrics for their region by default.

Which two strategies should a consultant recommend?

- **A. Dynamic dashboards**
- B. Case Object permissions set to create and read
- **C. Org wide default for cases set to private**
- D. Dashboard folder sharing

Answer: A,C

NEW QUESTION # 199

Universal Containers support management team has noticed an increase in wait times over the last several months when customers call in for support.

Which two recommendations should a consultant suggest to help decrease customer wait times?

Choose 2 answers:

- **A. Set up a Salesforce Customer Community that will allow customers to create cases online**
- B. Set up analytical snapshots to capture key case information and create historical trending reports
- **C. Create reports to analyze call data in order to understand peak times and ensure adequate staffing**
- D. Create case escalation rules to route high priority cases directly to supervisors for resolution

Answer: A,C

Explanation:

Explanation

These are two recommendations that can help decrease customer wait times when they call in for support.

Setting up a Salesforce Customer Community that will allow customers to create cases online will provide an alternative channel for customers to get support without calling an agent. This can reduce the call volume and increase customer satisfaction. Creating reports to analyze call data in order to understand peak times and ensure adequate staffing will help optimize the resource allocation and service level of the support team. This can reduce the wait time and improve customer experience. Verified References: :

https://help.salesforce.com/s/articleView?id=sf.networks_overview.htm&type=5 :

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NEW QUESTION # 200

Due to a recent product recall, Universal Containers has experienced a 50% increase in daily calls to the Contact Center. The Contact Center has increased support to 24x7 with agents working 12-hour shifts. The VP of Service is concerned about the ability to sustain the increased hours and added cost to support the higher call volume.

Which recommendation should the Consultant make in anticipation of higher call volume?

- A. Set up a customer survey for customers calling in to identify the severity and impact of the recall.
- B. Set up telephony integration using a CTI adapter for quicker agent access when customers call in, reducing average handle time.
- **C. Set up IVR with an automated response for customers affected by the recall to deflect calls.**
- D. Set up a private Knowledge Base to provide FAQs to customers affected by the recall to deflect call.

Answer: C

NEW QUESTION # 201

As part of a new Salesforce Knowledge implementation, Universal Containers would like to migrate articles from their current database.

Which factor should a Consultant consider as part of the migration strategy?

- A. Prepare a single .csv file that can be used to migrate all articles types at once and include with a properties file in a .zip for import.
- B. Convert any articles containing HTML into plain text before importing because HTML is NOT supported in any article field types.
- C. Verify that each article type has field level security on all fields set to read-only prior to import, in order to prevent any loss of data.
- **D. Ensure that each existing article type has a corresponding Salesforce Knowledge article type that matches its structure and content.**

Answer: D

Explanation:

Explanation

Ensuring that each existing article type has a corresponding Salesforce Knowledge article type that matches its structure and content is a factor that a consultant should consider as part of the migration strategy for Knowledge articles. An article type is a template that defines the layout, fields, and data categories for an article. An article type can be customized to suit different types of content or audiences. When migrating articles from an external database to Salesforce Knowledge, it is important to ensure that there is a matching article type for each existing article type in Salesforce Knowledge, so that the articles can be imported without losing any information or formatting. Verified References: Service Cloud Consultant Certification Guide & Tips, Article Types Overview

NEW QUESTION # 202

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