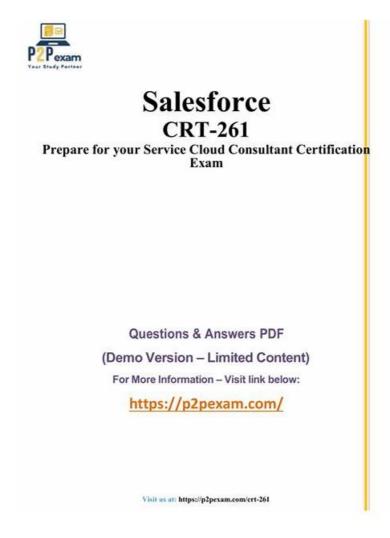# Latest CRT-261 Braindumps Pdf & New CRT-261 Test Pattern

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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q84-Q89):

NEW QUESTION # 84
Universal Containers wants to notify support managers when a new case has been untouched for more than 2 business hours. Which approach should a consultant implement?

- A. Create a Flow with a scheduled path.
- B. Establish Case Assignment rules.
- C. Configure Case Escalation rules.

Answer: C

Explanation:
Case Escalation Rules can be configured to escalate cases that have not been touched within a specified timeframe, such as 2 business hours. This ensures that support managers are notified when a case remains untouched beyond the set threshold, allowing for timely intervention and improved case management.

NEW QUESTION # 85
Which method can be used to route cases from social channels?

- A. Enable Social Customer Service and add assignment rules to the case object.
- B. use Twitter-to-case and add workflow rules to the case object.
- C. Enable Social Network Profile and add workflow rules to the contact object.
- D. Enable Social Network Profile and add assignment rules to the case object.

Answer: A

NEW QUESTION # 86
Universal Containers is migrating from Classic Knowledge to Lightning Knowledge using the Lightning Knowledge Migration Tool and noticed that none of the Article file attachments were migrated. How can a Consultant migrate the file attachments?

- A. Post the Files to the Chatter Feed on each Article.
- B. Upload the files as Documents, then relate them to the migrated Articles.
- C. Use the Lightning Knowledge Migration Tool and choose 'include files'.
- D. Use the Files Related List on each article to add files to your articles.

Answer: D

Explanation:
Explanation
The Knowledge Importer is a tool that allows you to import articles from CSV files into Lightning Knowledge. However, it does not support importing file attachments from external knowledge bases. To migrate the file attachments, you need to use the Files Related List on each article to add files to your articles manually. You can upload files from your computer or select files from Salesforce or an external source such as Google Drive or Box. Verified References: [Import Articles into Lightning Knowledge] and [Add Files to Articles]

NEW QUESTION # 87
Universal Containers is migrating from Knowledge to Lightning Knowledge using the Lightning Knowledge Migration Tool and

noticed that none of the article file attachments were migrated.
How can a consultant migrate the file attachments?

- **A. Use the Files Related List on each article to add files to the articles.**
- B. Use the Lightning Knowledge Migration Tool and choose 'include files'.
- C. Upload the files as Documents, then relate them to the migrated articles.

Answer: A

Explanation:

When migrating to Lightning Knowledge, file attachments from Classic Knowledge articles do not automatically transfer. To migrate these file attachments, consultants can manually add files to the corresponding Lightning Knowledge articles using the Files Related List. This approach ensures that all relevant attachments are associated with the correct articles, maintaining the integrity and usefulness of the Knowledge base post-migration.

NEW QUESTION # 88

Cloud Kicks (CK) wants to increase the number of articles in its knowledge base while maintaining article quality. CK plans to allow all service agents to create articles.
What should the consultant recommend to create a vetting workflow to reduce the number of low-quality articles?

- A. Reports and dashboards
- B. Flow with notifications
- **C. Approval process**

Answer: C

Explanation:

To maintain article quality while increasing the number of Knowledge articles, implementing an approval process for article creation is recommended. This process allows for the vetting of articles by subject matter experts or managers before publication, ensuring that only high-quality content is made available in the knowledge base.

NEW QUESTION # 89

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