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CRT-261 Questions Answers
Question: 3
Universal Containers has a single contact center that handles all service requests including chat, Cases, and web form submissions. It is important that Reps are assigned work evenly so that all requests are handled in the order they are received.
How would a Consultant address this requirement?

A. Configure Case Assignment Rules
B. Configure Omni-Channel with Most Available Routing
C. Configure Live Agent Skills-based Routing
D. Configure Omni-Channel with Least Active Routing

Answer: B

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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q183-Q188):

NEW QUESTION # 183

Universal Containers wants to notify Support Managers when a new case has been untouched for more than two business days. Which approach should a consultant implement?

- **A. Configure Case Escalation Rules.**
- B. Define Case Auto-Response Rules.
- C. Create a Process Builder with Scheduled Actions.
- D. Establish Case Assignment Rules.

Answer: A

Explanation:

Case escalation rules are used to automatically escalate cases based on certain criteria, such as case age, priority, status, or owner.

Escalation rules can trigger actions such as sending email notifications, assigning cases to queues or users, or changing field values. Case escalation rules are the best approach to notify Support Managers when a new case has been untouched for more than two business days. Verified References: Service Cloud Consultant Certification Guide & Tips, Set Up Escalation Rules

NEW QUESTION # 184

For which purpose should a contact center use Visual Flow?

- A. To automate business processes for agents who troubleshoot customer support issues via phone
- B. To assign follow-up tasks to an agent one week after a case is closed.
- C. To automatically assign cases to a specific queue based on the customer support level
- D. To escalate to the support manager if it has been open for more than 72 hours

Answer: A

NEW QUESTION # 185

Senior Agents report that there are so many buttons and components on the Case layout that it is difficult for them to remember which features should be used.

How can a consultant address this concern?

- A. Configure Path for Cases.
- B. Use Einstein Next Best Action.
- C. Improve Validation Rule messages.
- D. Implement record types and page layouts.

Answer: B

Explanation:

Explanation

Using Einstein Next Best Action is a solution that can address the concern of having too many buttons and components on the Case layout. Einstein Next Best Action is a feature that uses artificial intelligence to suggest the best actions or offers for each case, based on the case information, business rules, and predictive models. Einstein Next Best Action can help agents focus on the most relevant and effective features for each case and reduce clutter on the Case layout. Verified References: :

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

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

NEW QUESTION # 186

The VP of Services at Universal Containers wants to reduce call center staffing. One of the initiatives is to deflect customer's interaction with a support agent while still providing relevant answers to the customer.

How can a consultant automate the use of suggested articles to accomplish this goal?

- A. An email to case inquiry
- B. On-demand email to case
- C. Web-to-case question
- D. While holding for a support agent

Answer: C

Explanation:

Explanation

A web-to-case question is a solution that can automate the use of suggested articles to deflect customer's interaction with a support agent while still providing relevant answers to the customer. It allows customers to submit cases from a company's website and receive suggested articles based on their question before submitting the case. Verified References: :

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

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

NEW QUESTION # 187

Cloud Kicks provides support to customers through voice, web, and chat channels. Cases are routed to service agents based on availability and skills. When agents encounter issues, they can raise a flag. Supervisors need to respond to flags and provide responses that only the agent can view.

What is the recommended solution to meet the requirements?

- A. Einstein Case Routing
- B. Screen Flow
- **C. Omni-Channel Supervisor**
- D. Case Escalation Rules

Answer: C

Explanation:

Explanation

Omni-Channel Supervisor is a solution that can enable supervisors to respond to flags and provide responses that only the agent can view. Omni-Channel Supervisor is a tool that allows supervisors to monitor and manage the work and performance of agents in real time. Omni-Channel Supervisor can help supervisors respond to flags raised by agents who encounter issues and provide private coaching messages that only the agent can see. Verified References: :

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

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

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

NEW QUESTION # 188

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