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Salesforce CRT-261

Prepare for your Service Cloud Consultant Certification Exam

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

NEW QUESTION # 197

What should a consultant recommend service agents use?

- A. Paused now interviews Lightning Component.
- B. Recommendation Strategy Metrics related list.
- C. Einstein Next Best Action Strategy Guider.
- D. History tab on the Actions & Recommendations component.

Answer: C

Explanation:

Einstein Next Best Action Strategy Builder is a tool that allows service agents to create and manage recommendation strategies for different scenarios. A recommendation strategy is a set of rules and logic that determines which actions or offers are most relevant for a given situation. By using Einstein Next Best Action Strategy Builder, service agents can provide personalized and consistent guidance to customers across different channels and devices.

NEW QUESTION # 198

The Service Desk at Universal Containers is considering implementing a Service Console and is considering using Lightning Experience. Which three features are available only in Classic? Choose 3 answers

- A. Dynamic list updates
- B. Quick Text
- C. Case hover
- D. Keyboard Shortcuts
- E. Multi-monitor support

Answer: A,D,E

NEW QUESTION # 199

The Support Manager at Universal Containers is getting inaccurate agent performance reports. After researching the data, the Salesforce Administrator has identified hundreds of cases that are closed, but still owned by a queue.

Which two solutions should a Consultant recommend to correct this problem? Choose 2 answers

- A. Create a case assignment rule to ensure cases are owned by a user when closed.
- B. Create a Process Builder and Flow to change the owner on closed cases.
- C. Use a data tool to update the owner field on closed cases.
- D. Create a case validation rule to ensure cases are owned by a user when closed.

Answer: A,C

Explanation:

Explanation

Case assignment rules are rules that automatically assign cases to users or queues based on certain criteria.

You can create a case assignment rule to ensure that cases are owned by a user when they are closed, by setting the criteria to match the closed case status and the action to assign the case to the user who last modified it. This way, you can prevent cases from being closed while still owned by a queue. To correct the existing problem of hundreds of cases that are closed but still owned by a queue, you can use a data tool such as Data Loader or Import Wizard to update the owner field on those cases in bulk. Verified References: [Case Assignment Rules] and [Data Tools]

NEW QUESTION # 200

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. Create a Process Builder with Scheduled Actions.

- B. Establish Case Assignment Rules.
- C. Define Case Auto-Response Rules.
- **D. Configure Case Escalation Rules.**

Answer: D

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 # 201

Universal Containers (UC) wants to improve customer satisfaction by diversifying its interaction channels. UC's goal is to enhance real-time communication and support.

Which interaction channel should the consultant suggest to UC?

- **A. Messaging In-app and Web (MIAW)**
- B. Einstein Bots
- C. Experience Cloud sites

Answer: A

Explanation:

To enhance real-time communication and support, Messaging In-app and Web (MIAW) should be suggested. MIAW enables direct, real-time interactions with customers through various messaging platforms, including web chat and mobile messaging. This channel provides a convenient and immediate way for customers to connect with support, improving satisfaction through enhanced accessibility and responsiveness.

NEW QUESTION # 202

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