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CRT-261題庫最新資訊，CRT-261考題

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最新的 Salesforce Service Cloud Consultant CRT-261 免費考試真題 (Q41-Q46):

問題 #41

Universal Containers recently deployed a Salesforce Knowledge implementation and wants to evaluate the quality of the articles being produced.

What should the consultant recommend to gather information efficiently on Knowledge article usefulness?

- A. Develop custom Knowledge reports and dashboards.
- **B. Install the Knowledge Base Dashboards & Reports AppExchange package.**
- C. Create a review board to evaluate and manage Knowledge articles.

答案：B

解題說明：

To efficiently gather information on Knowledge article usefulness, installing the Knowledge Base Dashboards & Reports package from Salesforce AppExchange is advisable. This package provides pre-built reports and dashboards designed specifically for Salesforce Knowledge, enabling quick insights into article performance, usage, and feedback, facilitating continuous improvement in Knowledge management.

問題 #42

Universal Containers recently rolled out a Salesforce Knowledge implementation; however, users are finding unreliable and unrelated Knowledge Articles displayed in the Knowledge One widget in the Salesforce Console.

Which two actions should a Consultant recommend to address the lack of quality checking?

Choose 2 answers

- A. Restrict the Manage Articles user permission
- B. Enable and configure wildcards for article searches
- C. Require that an article be added when closing a case
- D. Set up an intuitive Data Category hierarchy

答案: A,D

問題 #43

Universal Container's agent's need to be more productive when cases. Agent want to send email to customers prior to violating an SLA based on three different SLA levels using macros.

What two solutions can a consultant suggest to meet the agent's requirements?

Choose 2 answers

- A. Add multiple ELSE IF blocks after the IF block
- B. Create a formula to build the macro logic around
- C. Add conditional logic to the instructions
- D. Add a formula block to the macro

答案: B,D

問題 #44

what should a consultant recommend to ensure chat request contain enough information for customer service representatives to effectively respond?

- A. Configure Lightning Guided Engagement
- B. Customize the pre chat form
- C. Customize the lightning console chat page
- D. Configure a chat validation rule

答案: B

解題說明:

Explanation

Customizing the pre chat form is the recommended solution to ensure chat requests contain enough information for customer service representatives to effectively respond. A pre chat form is a form that customers fill out before starting a chat session with an agent. The form can collect information such as the customer's name, email address, phone number, reason for chat, or any other custom fields. The information from the pre chat form can be used to create or update records in Salesforce, such as contacts, cases, or leads.

The information can also be displayed to the agent in the Service Console, so they can have more context about the customer and their issue. Verified References: [Service Cloud Consultant Certification Guide & Tips], Set Up Pre-Chat Forms

問題 #45

A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system.

Which two metrics can be used to assess the success of the new workforce management system? Choose 2 answers

- A. Agent utilization
- B. Schedule adherence
- C. Number of calls offered

- 答案: A,B

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