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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 Certification Preparation for Service Cloud Consultant Sample Questions (Q125-Q130):

NEW QUESTION # 125

Metrics show that Universal Containers has a high call abandonment rate. Which two strategies should a consultant recommend? Choose 2 answers

- A. Simplify the interactive voice response (IVR) tree.
- B. Set up Email-to-Case.
- C. Add additional agents to lower average hold time.
- D. Use Assignment rules and case queues.

Answer: A,C

NEW QUESTION # 126

An Inside Sales Contact Center Manager would like to access the ROI of the Contact Center.

Which three metrics should the Manager use to access the ROI?

Choose 3 answers

- A. Cost per call
- B. Number of leads created
- C. Average queue time per agent
- D. Opportunities per channel
- E. Number of sales queues

Answer: A,B,D

NEW QUESTION # 127

Customers can contact Universal Appliances to report problems with their appliances within 30 days of delivery. Support agents need quick-view-only access to an external database the stores over 100,000 known product bugs logged by the product engineers. Which solution should a consultant design to meet this requirement? (Choose 2)

- A. Use Web Services API to integrate the external database with Salesforce
- B. Use Bulk API to load the product bug data into Salesforce
- C. Create a custom product bug object and import data into Salesforce
- D. Display product bug data in Salesforce via a Visualforce page (or use Lightning Connect)

Answer: A,D

NEW QUESTION # 128

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

Answer: B,C

Explanation:

Creating reports to analyze call data in order to understand peak times and ensure adequate staffing and setting up a Salesforce Customer Community that will allow customers to create cases online are recommendations that a consultant should suggest to help decrease customer wait times. These recommendations can help reduce the volume and duration of phone calls and improve customer satisfaction by providing alternative and convenient channels for customers to get support. For example:

* Creating reports to analyze call data in order to understand peak times and ensure adequate staffing can help optimize the resource allocation and scheduling of support agents. Reports can show metrics such as call volume, call duration, call abandonment, or service level by time, date, or location. Reports can also be used to identify trends, patterns, or issues that affect the call performance and customer experience.

* Setting up a Salesforce Customer Community that will allow customers to create cases online can help divert some of the phone calls to a self-service portal. Customers can use the community to search for answers, create cases, track case status, or interact with other customers or agents. A community can also provide features such as knowledge articles, chatbots, live chat, or feedback mechanisms.

NEW QUESTION # 129

Cloud kicks needs a way for external customers to easily create cases. Customers will need to attach files that can often be 40 MB in size.

- A. Contact Request Flow
- B. Web-to-Case
- C. On-Demand Email-to-Case
- D. Experience Cloud Create Case Form

Answer: C

NEW QUESTION # 130

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