#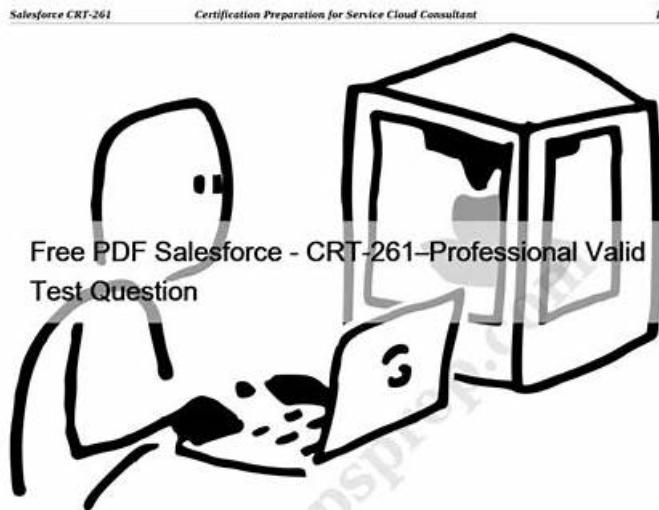 CRT-261 Test Pdf & Free PDF Salesforce Certification Preparation for Service Cloud Consultant Realistic Pass Guaranteed

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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q42-Q47):

NEW QUESTION # 42
Universal Containers wants to direct cases based on the same criteria it applies to Messaging for In-App and Web (MIAW). Which feature should a consultant recommend?

- A. Milestones & Entitlements processes
- B. Case Assignment rules
- C. Omni-Channel Routing

Answer: C

Explanation:
To direct cases with the same criteria applied to Messaging for In-App and Web (MIAW), utilizing Omni-Channel Routing is recommended. This feature enables the distribution of cases based on predefined criteria, ensuring that cases are routed to the appropriate agents or queues for efficient resolution, mirroring the strategy used for MIAW.

NEW QUESTION # 43
Universal Containers wants to deploy the Service Cloud to its contact centers located across North America, Europe, and Asia. The company wants standardized contact center processes and reporting implemented in its centers worldwide.
Which approach should a consultant recommend in this scenario?

- A. Assign teams in each major contact center to design a solution unique to its needs and have an analyst build a combined report.
- B. Recommend that the VP of Worldwide Support design a global template to provide a clear vision and tandardization.
- C. Recommend utilizing out-of-the-box functionality to reduce cost and ensure one worldwide process and reporting.
- D. Assign a global team of experienced agents and leaders to create a common design template and report structure.

Answer: D

NEW QUESTION # 44
Universal Containers is implementing the Salesforce Service Cloud in its contact center and has requirements listed below.
* 2.000 agents are implemented globally 24/7 operations
* Open case data will be migrated from a legacy system
* New cases will be created in one system only
Which deployment method should be recomended?

- A. Deploy based on the number of trainers available
- B. Migrate agents to Force.com Connect Offline during deployment
- C. Deploy in phases using countries as pilots
- D. Migrate case data and deploy to all users at office

Answer: C

NEW QUESTION # 45

The Universal Containers Contact Center has Customer Support Agents who speak Spanish and wants all cases where Spanish is the preferred language to be handled by these agents in real time. Universal Containers allows customers to contact agents through phone and chat.; Which solution should be implemented to support this?

- A. Omni -Channel
- B. Case Auto -Response Rules
- C. Visual Workflow
- D. Case Assignment Rules

Answer: A

NEW QUESTION # 46

A manager has noticed an increase in average case age. This is negatively impacting customer satisfaction. The manager wants to compare the amount of time that cases have spent within each status during their lifecycle.
Which reporting solution should be recommended?

- A. Create a report using the case snapshot report type.
- B. Create a report using the case lifecycle report type.
- C. Create a report using the case historical trending report type.
- D. Create a report using the case age report type.

Answer: B

NEW QUESTION # 47

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