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Salesforce

CRT-261 Exam

Service Cloud Consultant

Questions & Answers

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Question: 1

Agents at Universal Containers are required to update the case status to Waiting for Customer after they send an email to the case contact. Support Managers are noticing that many Agents are forgetting to perform this step.
What should a consultant recommend to address this problem?

A. Configure Process Builder
B. Activate a Validation Rule
C. Define Case Escalation Rules
D. Create a Case Macro

Answer: D

Explanation:

Question: 2

A consultant has been hired to integrate a client's phone system with the Salesforce Service Console. What are two key considerations for this integration? Choose 2 answers

A. CTI Adapter configuration
B. Lightning Console enablement
C. Call Center Definition File creation
D. Service Console case creation configuration

Answer: A, C

Explanation:

Question: 3

Universal Containers is planning to provide different levels of support to customers in order to ensure its Agents are working within the confines of the Service Level Agreement. Which feature should the Consultant consider?

A. Omni-Channel
B. Entitlements
C. Case Escalation
D. Case Milestones

Answer: B

Explanation:

Question: 4

The contact center at Universal Containers offers support through phone, email, public website, and a Community. The contact center manager wants to demonstrate the success of recent self-service initiatives to executive management. Which two reports should the contact center manager present to executive management? Choose 2 answers

A. Number of cases closed by self-service users.
B. Average call handle time by team.
C. Number of Knowledge articles created each month.
D. Number of cases created using Communities by month.

Answer: A, D

Explanation:

Question: 5

Which three are characteristics of Visual Workflow? Choose 3 answers

A. Apex code must be used to update fields in the database.
B. Elements can be used to pass data to legacy systems.
C. Apex code must be used to pass data to legacy systems.
D. Only one version of a flow can be activated at a time.
E. Elements can be used to update fields in the database.

Answer: A, B, D

Explanation:

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