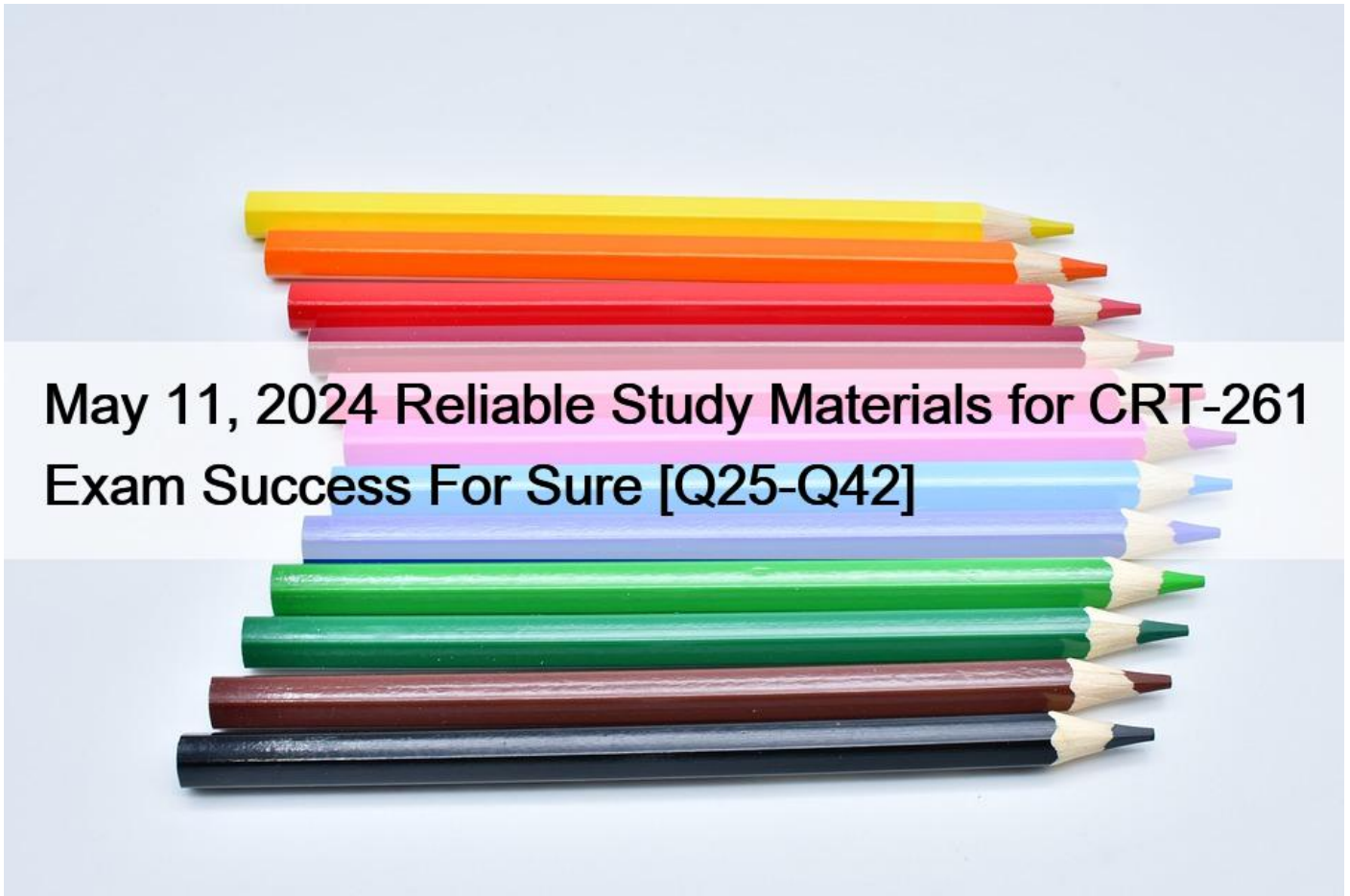


## May 11, 2024 Reliable Study Materials for CRT-261 Exam Success For Sure [Q25-Q42]



May 11, 2024 Reliable Study Materials for CRT-261 Exam Success For Sure  
100% Latest Most updated CRT-261 Questions and Answers

Salesforce CRT-261 Exam requires a thorough understanding of Service Cloud and its various components. CRT-261 exam is designed to test the candidate's knowledge of Salesforce Service Cloud features, such as Service Console, Omni-channel routing, Knowledge Management, and Field Service Lightning. In addition, it also tests the candidate's ability to design and implement Service Cloud solutions, analyze data, and provide recommendations based on industry best practices.

### NEW QUESTION 25

A consulting firm has been retained to implement a new Service Cloud platform for a company. This company requires quick iterations and a speedy project completion. The company has requested frequent project updates for check-ins and refinement.

Which methodology should the Consultant recommend to meet the given requirements?

\* Kanban

- \* Lightning Platform
- \* Agile
- \* Waterfall

### NEW QUESTION 26

The Universal Containers sales team has been so successful in signing new customers that the support team is unable to provide same-day customer assistance.

What should a consultant recommend to address this problem?

- \* Limit Customers to 5 Cases per day.
- \* Provide a self-help Customer Community.
- \* Add more support phone lines.
- \* Ask sales reps to respond to support Cases.

### NEW QUESTION 27

Cloud Kicks (CK) uses Lightning Knowledge and has set up Data Categories. CK uses Data Category Visibility to control access based on products and geographic location. The Service Cloud administrator plans to enable Use standard Salesforce sharing; in Sharing Settings under Knowledge Setting.

Which consideration should the administrator be aware of when making this change?

- \* Data Category Visibility of All Categories provides Public Read/Write access.
- \* Data Categories no longer control access to articles.
- \* Data Category Visibility of Custom overrides Organization-Wide Sharing Default access.
- \* Data Category Visibility of AM Categories provides Public Read Only access.

### NEW QUESTION 28

The cost of service for Universal Containers contact centers has steadily increased.

What solution should a consultant recommend to help reduce the cost of service? (Choose 2)

- \* Enable Ideas in a customer portal
- \* Enable Chatter for agent collaboration
- \* Create auto-response templates for incoming emails
- \* Enable Live Agent to handle incoming service inquiries

### NEW QUESTION 29

Sales engineer needs visibility to list field edits, emails, case comments, and related objects on ONE page. How can this be achieved?

- \* Customer view of case tab
- \* Custom Visual force page
- \* Custom report
- \* Custom related list

### NEW QUESTION 30

Universal Containers wants to create a process to verify that customers are eligible for support before a case is created. A consultant recommends using entitlement management to meet this requirement. Which benefit would be realized by using the entitlement

management feature? Choose 2 answers.

- \* Ability to determine if a customer has escalated a case in the past
- \* Ability to specify unique service levels for each customer
- \* Ability to prompt callers for the service contract number within IVR menus
- \* Ability to enforce service levels with the time-dependent processes

### NEW QUESTION 31

When support agents are working on a case, the support manager at universal containers wants the agents to see the case number, case subject, and case description in the case highlights panel.

How can a Consultant implement the functionality with configuration?

- \* Remove these fields from the page layout and add the components to the highlights panel.
- \* Add these fields to the page layout and add the components to the highlights panel
- \* Remove these fields from the page layout and add the fields to the highlights panel
- \* Add the fields to the page layout and add the fields to the highlights panel.

### NEW QUESTION 32

Cloud Kicks (CK) has multiple product lines. CK is preparing to launch a public knowledge base for customers that will have 2,500 articles. The company wants an easy way for users to find relevant articles based on its product.

What is the recommended method to meet the requirement?

- \* Topics for objects
- \* Data Category groups
- \* Screen Flow

Using Data Category groups allows Cloud Kicks to organize their large volume of articles by product, making it easier for users to find relevant information. This method enhances the searchability and user experience of the public knowledge base by categorizing articles in a way that aligns with the company's product lines.

### NEW QUESTION 33

Universal Containers wants to implement Omni Channel within Service Cloud for its representatives. What is the first step required to configure Omni Channel?

- \* Enable Omni Channel in Setup.
- \* Assign Users to the Omni Channel Feature License.
- \* Assign Users to Omni Channel permissions.
- \* Contact Salesforce to have Omni Channel enabled.

### NEW QUESTION 34

Universal Containers wants Service Console users to be able to view and update product usage data that is stored in an external system.

Which two features should a consultant recommend to provide this functionality?

Choose 2 answers

- \* Salesforce Connect
- \* Custom Objects
- \* Middle-tier integration

\* External Objects

Explanation

Salesforce Connect and External Objects are two features that can provide Service Console users with the ability to view and update product usage data that is stored in an external system. Salesforce Connect allows users to access data from external sources in real time without copying or syncing the data. External Objects are custom objects that map to data stored outside Salesforce. Verified References: :

[https://help.salesforce.com/s/articleView?id=sf.external\\_object\\_considerations.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.external_object_considerations.htm&type=5) :

<https://help.salesforce.com/s/articleView?id=sf.connect.htm&type=5> :

[https://help.salesforce.com/s/articleView?id=sf.external\\_object\\_define.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.external_object_define.htm&type=5)

**NEW QUESTION 35**

Cloud Kicks (CK) provides customized support based on product line and plans to expand from voice-only support. Support agents are certified on one or more specific product lines.

CK would like to provide support through chat, social, email, video, and web and are striving for a consistent customer experience. Agents will be trained in one or two of the new support methods, in addition to voice support.

What is the recommended solution to meet the requirements?

- \* Knowledge One with Article Recommendations
- \* Experience Cloud with self-support
- \* Omni-Channel with Skills-Based Routing.
- \* Live Agent and Live Message

Explanation

Omni-Channel with Skills-Based Routing is the recommended solution to meet the requirements of Cloud Kicks (CK). Omni-Channel is a feature that allows you to manage the distribution and prioritization of work items (such as cases, chats, leads, or orders) across different channels (such as voice, chat, social, email, video, and web) and agents. Skills-Based Routing is a type of routing model that assigns work items to agents based on their skills and skill levels. For example, an agent who is certified on a specific product line and trained in chat support can receive chat requests related to that product line. Omni-Channel with Skills-Based Routing can help CK provide support through multiple channels, ensure a consistent customer experience, and match work items with agent expertise. Verified References: Service Cloud Consultant Certification Guide & Tips, Omni-Channel Overview, Set Up Skills-Based Routing

**NEW QUESTION 36**

The Service Manager at Universal Containers manages three teams. Each team provides support for the specific product. Agents have concerns about seeing search results for other products when searching the knowledge base. The service manager originally provided the teams with full access to the articles.

Which solution will ensure each team sees only the relevant article type for their product?

- \* Create an article action for each record type and assign them to each team based on their product specialization
- \* Create a permission set for each record type and assign them to each team based on their product specialization
- \* Create a page layout for each article type and assign them to each team based on their product specialization
- \* Create a data category for each product and assign them to each team based on their product specialization

### NEW QUESTION 37

Universal Banking has customer support operations in both Canada and the United States. Compliance regulations are listed below.

- \* Agent users in Canada can only view articles pertaining to Canadian products
- \* Agent users in the US can only view articles pertaining to US-based products.

How should article visibility be configured to enforce the compliance rules?

- \* Create geography-based roles to restrict access using data categories
- \* Create geography-based profiles to restrict access by mapping article types
- \* Create geography-based profiles to restrict access using data categories
- \* Create geography-based roles to restrict access by mapping article types

### NEW QUESTION 38

Universal Containers has created Permission Sets granting access to objects and fields in one of its sandboxes.

How should a consultant deploy these Permission Sets to Production?

- \* Use a Change Set
- \* Manually re-create the Permission Sets
- \* Create an Unmanaged Package
- \* Publish a Managed Package

### NEW QUESTION 39

Universal Containers (UC) has Excel files of customer data maintained by its service reps. All of the service reps have worked with the same customer contacts. UC wants to ensure that its Salesforce instance has clean data.

Which best practice should a consultant recommend?

- \* Import the records and use Duplicate Management.
- \* Deduplicate the data before importing into Salesforce.
- \* Import the records and create a Flow to change the data type.

The best practice to ensure clean data in Salesforce when importing customer data from Excel files is to deduplicate the data before the import process. This involves identifying and merging duplicate records, ensuring that only unique and accurate data is imported into Salesforce. This proactive step prevents data quality issues and maintains the integrity of the Salesforce database.

### NEW QUESTION 40

KCS (knowledge centered support) what is it? Choose 2 Answers

- \* Standard for managing customer support and delivery
- \* Method for social media management
- \* Share knowledge with the business partners
- \* Process for creating and maintaining knowledge

### NEW QUESTION 41

Universal Containers wants to automate case management for the web support team. When new cases come in from the website they should be routed to the support team to work in the order that they are submitted.

Which approach should a Consultant implement?

- \* Lightning Component
- \* Contact Request flow
- \* Direct Messaging
- \* Case queues

#### **NEW QUESTION 42**

Cloud Kicks (CK) supports customers through chat. Service agents have reported multiple instances where customers have used abusive language. CK wants a way to prevent abusive customers from starting future chat sessions.

What is the recommended feature to meet the requirement?

- \* Create sensitive data rules.
- \* Enable Assistance Flag Configuration setting.
- \* Create an IP blocking rule.

To prevent customers who use abusive language from starting future chat sessions, creating an IP blocking rule is the recommended feature. This allows administrators to block specific IP addresses from accessing the chat service, effectively preventing abusive customers from initiating new sessions and maintaining a positive and safe environment for both customers and service agents.

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