

## [May-2022 CRT-261 Braindumps - CRT-261 Questions to Get Better Grades [Q89-Q103]



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**NO.89** Which two advantages does Salesforce provide with the OpenCTI framework? Choose 2 answers

- \* Agents can use telephony on a wide range of browsers and operating systems while only developing once.
- \* Developers can embed API calls and processes on web pages to automate call handling processes.
- \* Developers can integrate with any telephony platform available with little to no need for customization.
- \* Agents can run their SoftPhone at the operating system level, embedded in the task bar or system tray.

**NO.90** A customer calls the service desk at Universal Containers. The agent assigned to the call creates a case to capture the issue, but later realized the caller is not eligible for support. What solution should a consultant recommend to prevent the scenario from happening in the future?

- \* Add the entitlements related list to contact records
- \* Add the entitlement contacts related list to account records
- \* Add the assets related list to contact records
- \* Add the service contract related list to contact records

**NO.91** Universal Containers wants to provide its five million customers a solution where customers can submit inquiries, monitor the status of those inquiries, and view their contact information.

Which type of Community license should be used to meet these requirements?

- \* Company Community
- \* Employee Community
- \* Customer Community
- \* Partner Community

**NO.92** 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

**NO.93** Universal Containers wants to implement a new web presence to support its customers. It has provided the following requirements:

- \* Ability for visitors to search Knowledge articles without registering or logging in
- \* Ability for over one million registered customers to securely submit cases and view the status of those cases
- \* Ability to display white papers to registered customers
- \* Ability for registered customers to save favorite Knowledge articles for easy access later What should the consultant recommend as part of the solution?
- \* Implement Partner Communities with Knowledge.
- \* Implement Customer Communities with Content.
- \* Implement Employee Communities with Content.
- \* Implement Customer Communities with Knowledge.

**NO.94** Universal Containers wants to display a history of all of today's changes to a case in the order that occurred on a single page view. This requirement includes comments, emails, and edit to case fields.

What tool should a consultant recommend to implement this requirement?

- \* Auto launch flow
- \* Salesforce Console for Service
- \* Visualforce custom page
- \* Process Builder

**NO.95** A manager would like information on the knowledge base searches conducted by customers and call center agents. Which two metrics are useful for identifying knowledge article effectiveness?

Choose 2 answers

- \* Knowledge search query with no results.
- \* Knowledge articles with the lowest rating.
- \* Number of knowledge articles in each data category.
- \* Knowledge articles created by call center agents.

**NO.96** What is a benefit of a quality monitoring system? Choose 2 answers

- \* Lower the average speed of answer (ASA)
- \* Teach new agents how to handle difficult situations
- \* Enforce a consistent standard of service for customer interaction
- \* Capture inappropriate word usage and generate reports

**NO.97** A contact center agent wants to leverage subject matter experts (SMEs) on Chatter to resolve a complex issue for a customer. What is the recommended solution to increase the involvement of SMEs and track the case to completion in Chatter?

- \* Follow the SMEs to receive automatic updates when they add case comments
- \* Bookmark all the comments related to the issue from SMEs
- \* Use hashtag (#) to track the customer case and SMEs comments
- \* @mention the SMEs on the case Chatter feed and follow the case

**NO.98** Universal Containers has Technical Support and general Customer Service teams that use unique Service Console applications. Which two configurations should a Consultant use when deploying the console? Choose 2 answers

- \* Assign users to a Permission Set granting the Service User license.
- \* Assign users to a Permission Set with access to the service console app.
- \* Assign users the Service User license on their User record.
- \* Assign users to a Public Group with access to the service console app.

**NO.99** Universal Containers wants to shorten the average call time in its contact centers by prompting the customers to enter customer number and identify their order and product information when they call for support. After providing this information, the customer should then have the option to speak a support agent if they still need help. Which system will help Universal Containers meet this requirement?

- \* Computer Telephony Integration
- \* Interactive Voice Response
- \* Automatic Call Distribution
- \* Order Management System

**NO.100** Universal container support manager wants to share product specific information with their customers using communities. Choose 3 Answers

- \* Publish articles to external channels
- \* Assign article types to the communities
- \* Enable public solutions.
- \* Configure content library permissions
- \* Enable article deliveries

**NO.101** Universal Containers wants to notify Support Managers when a new case has been untouched for more than two business days.

Which approach should a consultant implement?

- \* Define Case Auto-Response Rules.
- \* Establish Case Assignment Rules.
- \* Create a Process Builder with Scheduled Actions.
- \* Configure Case Escalation Rules.

**NO.102** Universal Containers has recently set up an email-to-case channel for customers to submit case. However, they are having trouble tracking and relating email responses to the related Salesforce case.

What should a Consultant recommend to address this issue?

- \* Insert a reference Thread ID in the email subject template
- \* Use Omni-Channel to automatically route inbound email
- \* Assign a user to manually manage incoming email
- \* Convert to an On-Demand Email-to-Case setup

**NO.103** Universal Containers is preparing to implement Service Cloud for its global Support team. Requirements gathering sessions have resulted in a large set of required deliverables.

What should a consultant recommend as the next step?

- \* Prioritize the requirements based on who submitted them.
- \* Identify the requirements needed for initial GoLive.
- \* Provide a timeline that addresses all the requirements.
- \* Organize the requirements from largest to smallest.

### Salesforce CRT-261 Exam Syllabus Topics:

TopicDetailsTopic 1- Given a set of business requirements, describe how a feature should be implementedTopic 2- Given a set of requirements, determine how to configure data categories, article types, articles, and publishing workflowTopic 3- Describe the relationships between cases and other areas such as assets, entitlements, work orders, Communities, Live Agent, and Knowledge.Topic 4- Given a scenario, determine appropriate contact center licensing and deployment strategiesTopic 5- Explain the use cases and benefits for different interaction channels- Identify the benefits of a knowledge baseTopic 6- Given a scenario, identify the appropriate Service Console features to meet the business needTopic 7- Given a set of requirements, design a case management solution from case creation to closure including case assignment, case escalation, case resolution, and case disposition.Topic 8- Explain the capabilities, use cases, and how to configure the service entitlements and milestones in Salesforce.Topic 9- Given business process requirements, determine the appropriate approach to manage Knowledge adoption and maintenanceTopic 10- Describe the use cases and functionality for each interaction channel (communities, mobile, phone, email, web, chat, SOS- video channel, and social media.)Topic 11- Given a scenario, analyze customer requirements to determine an appropriate solution design considering capabilities, limitations, and design trade-offsTopic 12- Given business process requirements, determine the appropriate approach to case submission- Explain the use cases and considerations for common Service Cloud IntegrationsTopic 13- Explain how different Service Console features work together to deliver business value

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