Free Questions for CRT-261 by certsdeals

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Question 1

Cloud Kicks (CK) recently implemented Knowledge Centered Support to improve the expertise of its agents. The pilot focused on creating articles for the most common support topics. After the pilot, customer satisfaction has improved and average call time has decreased. To continue improving KPIs, CK wants to know where to focus its efforts next.

Which Knowledge dashboard should a consultant use?

Options:

A- Most Revised Articles

B- Most Linked Articles

C- Top Articles sorted descending

D- Search Activity Gaps

Answer:

C

Question 2

Which two advantages does Salesforce provide with the OpenCTI framework? Choose 2 answers

Options:

A- Agents can use telephony on a wide range of browsers and operating systems while only developing once.

B- Developers can embed API calls and processes on web pages to automate call handling processes.

C- Developers can integrate with any telephony platform available with little to no need for customization.

D- Agents can run their SoftPhone at the operating system level, embedded in the task bar or system tray.

Answer:

A, B

Question 3

Universal Containers has an upcoming maintenance window where read-only access will be available. Which two actions will Universal Containers be able to perform during this window? Choose 2 answers

Options:

A- Run and view Salesforce reports.

B- Update case data for a customer.

C- Post report information on Chatter.

D- Review existing cases for an account.

Answer:

A, D

Question 4

Question Type: **MultipleChoice**

Universal Containers' customer service technicians need to access the following information while at a customer site to complete the service call: * Customer order history * Level of contracted support * List of replaceable parts Which system can Salesforce integrate with to retrieve this information and make it available to technicians in the field?

Options:

A- An enterprise resource planning system

B- A knowledge management system

C- A workforce management system

D- A third -party mobile application platform

Answer:

A

Question 5

Question Type: **MultipleChoice**

Universal containers would like to implement a solution to hold service reps accountable to customer service level Agreements. Which two steps are necessary to satisfy this requirement? Choose 2 answers

Options:

A- Set up Milestones.

B- Enable Work Orders.

C- Create an Entitlement Process.

D- Configure Service Contracts.

Answer:

A, C

Question 6

Question Type: MultipleChoice

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

Options:

A- Assign users to a Permission Set granting the Service User license.

B- Assign users to a Permission Set with access to the service console app.

C- Assign users the Service User license on their User record.

D- Assign users to a Public Group with access to the service console app.

Answer:

B, C

Question 7

Question Type: MultipleChoice

Which two configuration steps are required before Quick Actions can be used in Macros? Choose 2 answers

Options:

A- The specific Quick Action must be added to the Case Feed.

B- Global Actions need to be on the publisher layout.

C- The specific Quick Action must be added to the Case record page.

D- Quick Actions must be enabled in the org.

Answer:

A, C

Question 8

Question Type: MultipleChoice

Which three features should a Consultant recommend to allow a customer to resolve issues through self-service? Choose 3 answers

Options:

A- Customer Community

B- Web -to -Case

C- Live Agent

D- Knowledge Base

E- Chatter Answers

Answer:

A, D, E

Question 9

Universal Containers has millions of customers in Salesforce, but only a very small percentage have opened support cases in the past. Recently, Universal Containers has implemented a Customer Community and plans to allow customers to be authenticated users to increase self- service rates. Which two methods should be used to enable the customers on the Community? Choose 2 answers

Options:

A- Have agents manually create Users when Community access is requested by Customers.

B- Have agents provide Customers with Community registration instructions when working a case.

C- Identify active Customers and send them registration instructions via email.

D- Send email notifications to all Customers to join the Community.

Answer:

B, C

Question 10

Which two areas can an Administrator make Open CTI features available to users when building a Lighting App using the App Manager?
Choose 2 answers

Options:

A- On a utility bar of the Lightning App

B- On a record Highlights Panel

C- On a record Activity Feed list

D- On the Calendar right hand panel

Answer:

C