



## Salesforce

### Exam Questions CRT-261

#### Certification Preparation for Service Cloud Consultant

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### QUESTION 1

Universal Containers recently deployed a Salesforce Knowledge implementation, but is looking to evaluate the quality of the articles being produced.

What should the Consultant recommend to gather information on Knowledge article usefulness?

- A. Contact Salesforce to send a report on article efficacy.
- B. Send out a monthly survey to customers requesting feedback.
- C. Install Knowledge Base Dashboards and Reports AppExchange package.
- D. Create a group of super users that will evaluate and manage articles.

Correct Answer: C

### QUESTION 2

Universal Containers is considering a Knowledge-Centered Support (KCS) implementation.

Which three benefits can be expected from KCS adoption? Choose 3 answers

- A. Increased call deflection
- B. Increased call routing accuracy
- C. Reduced issue resolution time
- D. Reduced support channels
- E. Optimized use of resources

Correct Answer: C,D,E

### QUESTION 3

Universal Containers wants customers to have the ability to log cases with structured data and route based on Urgency and Product Line. How should a Consultant accomplish this?

- A. Standard Email-to-Case with assignment rules
- B. Lightning Email with web routing prioritization
- C. Omni-Channel with prioritized queues
- D. Standard Web-to-Case with assignment rules

Correct Answer: A

### QUESTION 4

What are three best practices that should be used when deploying Salesforce functionality to production? Choose 3 answers

- A. Ensure that at least 60% of the code is covered by unit tests before deploying to production.
- B. Plan and communicate the deployment to all users of the organization in advance.
- C. Select a window of time when users will NOT be making changes to the organization.
- D. Ensure all users refrain from logging into production for an entire day prior to deployment.
- E. Migrate a test deployment to a staging environment for a smoother real-life experience.

Correct Answer: B,C,E

### QUESTION 5

Universal containers uses social media to monitor new trends and issues that require a response by their community team. What solution should a consultant recommend to automate the creation of customer contacts and cases from universal containers social channels when negative product sentiment is expressed?

- A. Implement salesforce radians 6 with filters against the company's twitter account and assign new cases to twitter queue
- B. Configure Salesforce Twitterforce and workflow rules for negative product sentiments that automatically create a contact and a case
- C. Configure Salesforce social hub workflow for negative sentiments that automatically creates a contact and a case
- D. Integrate Service cloud with Google Analytics and use workflow rules for case and contact creationbased on key values

Correct Answer: A

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