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Vendor:Salesforce

Exam Code:CRT-261

Exam Name:Certification Preparation for Service
Cloud Consultant

Version:Demo

QUESTION 1

Universal Containers implemented Salesforce Knowledge two months ago. Now, the Help Desk manager wants to know if the agents are properly leveraging the new knowledge base. What metric can the manager use to measure the adoption of Knowledge? Choose 2 answers.

- A. Create a report that display the # of articles searched during the past 2 months
- B. Report displays # of articles associated to data categories during past 2 months
- C. Report that displays # of cases with articles attached during the past 2 months
- D. Report that displays # of new articles created during the past 2 months

Correct Answer: AC

QUESTION 2

Universal Health Service is setting up Knowledge in its contact center for agents so they can research articles while taking calls. The company needs to migrate the existing knowledge base of documents and images into Salesforce. Which step will be required for the implementation? Choose 3 answers

- A. Create multiple CSV files, one for each article type
- B. Create HTML files referencing image to be uploaded
- C. Match each new article to an existing article type
- D. Create a single CSV file, including all article types
- E. Load all articles with the Apex data loader tool

Correct Answer: ABC

QUESTION 3

As part of a new Salesforce Knowledge implementation, Universal Containers would like to migrate articles from their current database.

Which factor should a Consultant consider as part of the migration strategy?

- A. Convert any articles containing HTML into plain text before importing because HTML is NOT supported in any article field types.
- B. Verify that each article type has field level security on all fields set to read-only prior to import, in order to prevent any loss of data.
- C. Ensure that each existing article type has a corresponding Salesforce Knowledge article type that matches its structure and content.

D. Prepare a single .csv file that can be used to migrate all articles types at once and include with a properties file in a .zip for import.

Correct Answer: D

QUESTION 4

Universal Containers (UC) has hired a consulting firm to implement its new Service Cloud platform and requires quick iterations and a speedy project completion. UC has requested frequently project updates for check-ins and refinement.

Which methodology should the Consultant recommend given the requirements?

- A. Force.com IDE
- B. Agile
- C. Kanban
- D. Waterfall

Correct Answer: B

QUESTION 5

Universal Containers CFO is looking for ways to reduce contact center costs. Which customer service metric should the CFO monitor to reach the budget goals? (Choose 2)

- A. First call resolution
- B. Average handle time
- C. Upsell percentage
- D. Customer retention

Correct Answer: AB

QUESTION 6

Universal Containers has built a custom Visualforce page called "Knowledge" that is used internally to access Classic Knowledge. Which two steps must be taken to ensure the Visualforce page continues to work after migrating to Lightning Knowledge? Choose 2 answers

- A. Remove Apex code references to the Article RecordType field.
- B. Configure the Visualforce page to use the Lightning Design System.
- C. Rename the Visualforce page to "Lightning Knowledge"

D. Remove Apex code references to the ArticleType field.

Correct Answer: BC

QUESTION 7

Universal containers has implemented salesforce knowledge and the service manager wants to encourage agents to use knowledge base. Which metric should the service manager monitor? (choose 1 answer)

- A. Number of article votes
- B. Number of customer ratings
- C. Number of approved articles
- D. Number of archived articles

Correct Answer: A

QUESTION 8

A contact center manager wants to measure improvements to operations after the implementation of a new workforce management system.

Which two metrics can be used to assess the success of the new workforce management system?

Choose 2 answers

- A. Number of calls offered
- B. Agent utilization
- C. Quality monitoring score
- D. Schedule adherence

Correct Answer: BD

QUESTION 9

SLA says agent must respond within one hour, or if marked "urgent", resolve within one day. How can this best be achieved?

- A. Use entitlements to define a process and milestones
- B. Use case teams to close
- C. Use escalation rules

Correct Answer: A

QUESTION 10

Universal Containers is implementing the Salesforce Service Cloud in its contact center and has requirements listed below.

2,000 agents are implemented globally 24/7 operations Open case data will be migrated from a legacy system New cases will be created in one system only

Which deployment method should be recommended?

- A. Migrate case data and deploy to all users at office
- B. Migrate agents to Force.com Connect Offline during deployment
- C. Deploy in phases using countries as pilots
- D. Deploy based on the number of trainers available

Correct Answer: C

QUESTION 11

Universal Containers recently rolled out a Salesforce Knowledge implementation; however, users are finding unreliable and unrelated Knowledge Articles displayed in the Knowledge One widget in the Salesforce Console. Which two actions should a Consultant recommend to address the lack of quality checking? Choose 2 answers

- A. Set up an intuitive Data Category hierarchy
- B. Restrict the Manage Articles user permission
- C. Enable and configure wildcards for article searches
- D. Require that an article be added when closing a case

Correct Answer: AB

QUESTION 12

Universal Containers is trying to reduce the amount of time support agents spend creating cases. The new method for case creation must allow for 4,000-5,000 new cases a day, as well as the attachment of documents under 25 MB by the customer.

Which method should the Consultant suggest?

- A. Omni-Channel routing
- B. Standard Email-to-Case
- C. Web-to-Case forms

D. On-Demand Email-to-Case

Correct Answer: B