Free Questions for CRT-261 by certscare

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Question 1

Service Agents report that there are so many buttons and components on the Case layout that it is difficult for them to remember which features should be used.

How can a consultant address this concern?

Options:

A) Implement record types and page layouts.

B) Use Einstein Next Best Action.

C) Configure Path for Cases.

D) Improve Validation Rule messages.

Answer:

C

Explanation:

When service agents are overwhelmed by the abundance of buttons and components on the Case layout, configuring Path for Cases offers a streamlined and guided approach to case management. The Path feature highlights key stages and the necessary steps at each stage, helping agents focus on the most relevant actions and information. This reduces confusion and improves the user experience, making it easier for agents to remember and utilize the features that are most important for case resolution.

Question 2

Support is divided by product line at AW Computing. Each product line has its own

support reps, queue, articles, and record types. Support reps only work within their product line. To help standardize communications with customers, the support administrator would like to implernent quick texts. Quick texts are unique to each product line.

How should the administrator ensure support reps only have access to quick texts for their specific product line?

Options:

A) Set the organization-wide default to Private and create sharing rules to share with roles.

B) Create a folder for each product line and share them with the specific users.

C) Add a permission set for Read access to the appropriate product line.

D) Assign the quick texts to Data Categories with access to the appropriate profiles.

Answer:

B

Explanation:

In scenarios where support reps need access to quick texts specific to their product line, creating a folder for each product line and sharing them with the respective users is an efficient solution. This approach allows for the organization and segregation of quick texts relevant to each product line, ensuring reps have access to only the resources pertinent to their area of support. This method enhances the efficiency and relevance of communications with customers by providing tailored responses.

Question 3

Question Type: MultipleChoice

Cloud Kicks is preparing to deploy Omni-Channel Resolutin to dispatch work items to service agents. The Head of Service wants to know what shojld be done during high volume incidents where over 200,000 cases are opened.

Options:

A) Use a Most Aavailable Routing Model which will assign to the agent that be available next.

B) Set Work Item Size Percentage of Capacity to only consume part of an agent's availability.

C) Configure an Overflow Assignee with a user or queue outside the routing configuration.

D) Use a Least Active Routing Model which will assign to the agent that is the least over capacity.

Answer:

C

Explanation:

This is the recommended solution to handle high volume incidents where over 200,000 cases are opened. An Overflow Assignee is an option that can be configured in Omni-Channel Routing Configurations, which allows CK to specify a user or queue that will receive work items when the routing configuration reaches its maximum capacity. An Overflow Assignee can help CK distribute the workload and avoid losing work items during peak periods. Verified Reference: : Overflow Assignee

Question 4

Question Type: **MultipleChoice**

Cloud Kicks wants to optimize its development methodology. Team members want to visualize the workflow to ensure te everyone is aligned. In addition, the team limits the amount of work in a given state on capacity and bandwidth.

Which methodoogy should a consultant recommend?

Options:

A) Extremen Programming

B) Lean Development

C) Scrum

D) Kanban

Answer:

D

Explanation:

Kanban is the recommended methodology to meet the requirements, because it allows CK to optimize its development process by visualizing the workflow, limiting the work in progress, and improving efficiency and quality. Kanban is a method that uses a board with columns and cards to represent the stages and tasks of a project, and helps teams monitor and manage their work flow. Kanban also encourages teams to limit the amount of work in each stage based on their capacity and bandwidth, and to focus on delivering value to customers. Verified Reference: : Kanban Methodology

Question 5

Cloud Kicks uses Social Customer Service to create and respond to customer cases After closing a case, service agents are seeing duplicate cases the customer makes a new social post.

What should a consultant recommend?

Options:

A) Change the Run Apex As User to a service agent profile.

B) In Inbound Setting, set Enable Case Reopen to 3 days.

C) Establish Duplicate Rules to find similar cases.

D) Configure a Macro to close the duplicate case

Answer:

B

Explanation:

This is the recommended solution to prevent duplicate cases when a customer makes a new social post after closing a case. In Inbound Settings, there is an option to enable case reopen, which allows a closed case to be reopened when a customer replies on the same social network within a specified number of days. Setting this option to 3 days means that if a customer posts a new comment on Facebook or Twitter within 3 days of closing a case, the original case will be reopened instead of creating a new one. Verified Reference: : Enable Case Reopen

Question 6

Question Type: **MultipleChoice**

The support team at Cloud Kicks would like would like to implement Messaging to gather customer feedback and issues.

What are two places the messages can be routed to?

Choose 2 answers

Options:

A) Chatter Group

B) Web Chat

C) Einstein Bots

D) Call Center Agent

Answer:

C, D

Explanation:

Einstein Bots and Call Center Agents are two places where the messages can be routed to. Einstein Bots are automated chat agents that can handle common customer requests, such as checking order status, resetting passwords, or updating information. Call Center Agents are human agents who can take over the conversation from Einstein Bots when more complex or personalized assistance is needed. Verified Reference: : Einstein Bots Overview : : Call Center Agents Overview

Question 7

Question Type: **MultipleChoice**

Cloud kicks needs a way for external customers to easily create cases. Customers will need to attach files that can often be 40 MB in size.

Options:

A) Experience Cloud Create Case Form

B) Web-to-Case

C) Contact Request Flow

D) On-Demand Email-to-Case

Answer:

A

Explanation:

Experience Cloud Create Case Form is the recommended feature to meet the requirement, because it allows external customers to easily create cases and attach files up to 2 GB in size. Experience Cloud Create Case Form is a standard component that can be added to any Experience Cloud site or page, and can be customized to include fields, labels, and buttons. Verified Reference: : Create Case Form Component