



Free Questions for CRT-261 by vceexamstest

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Question 1

Question Type: MultipleChoice

Cloud Kicks will use the Salesforce Knowledge Article Importer to migrate existing articles from another knowledge base. The current knowledge base includes how-to

guides written in HTML.

What is the recommended method to import the how-to guides into Salesforce Knowledge?

Options:

- A) Modify the import parameters to specify HTML encoding.
- B) Change the HTML format first to support subfields.
- C) Create an HTML file for each rich text area field.

Answer:

C

Explanation:

When migrating how-to guides written in HTML to Salesforce Knowledge, the recommended approach is to create an HTML file for each article's rich text area field. This method ensures that the HTML content is properly formatted and displayed within Salesforce Knowledge articles, preserving the original layout and functionality of the how-to guides.

Question 2

Question Type: MultipleChoice

Universal Containers wants to implement best practices for its customer support teams and has decided to follow a Knowledge-Centered Support (KCS) methodology.

Which benefit can be expected?

Options:

- A) Reduced issue resolution time
- B) Reduced first contact resolution time
- C) Reduced post-interaction time

Answer:

A

Explanation:

Implementing a Knowledge-Centered Support (KCS) methodology focuses on integrating knowledge creation and maintenance into the problem-solving process. This approach ensures that as agents resolve customer issues, they simultaneously create or refine knowledge articles. Over time, this leads to a rich knowledge base that can be leveraged to solve similar issues more quickly, thus reducing the overall issue resolution time as agents and customers alike can find answers more efficiently.

Question 3

Question Type: MultipleChoice

Universal Containers (UC) recently expanded sales to Mexico and Canada, UC wants Omni-Channel to route cases to agents who speak the customer's preferred

language and have the right knowledge to solve the issue.

Which solution should a consultant recommend to meet the requirements?

Options:

- A) Configure Omni-Channel Skills-Based Routing.
- B) Configure Case Assignment rule and Omni-Channel Supervisor.
- C) Configure Omni-Channel Queue-Based Routing.

Answer:

A

Explanation:

For Universal Containers to efficiently route cases based on language proficiency and subject matter expertise, Skills-Based Routing in Omni-Channel is the optimal solution. This configuration allows administrators to define specific skills, such as language proficiency or technical knowledge, and assign them to agents. Cases can then be automatically routed to agents who possess the required skills to address the customer's needs, ensuring effective communication and resolution.

Question 4

Question Type: MultipleChoice

Cloud Kicks (CK) wants to adopt artificial intelligence (AI) for improving case closure key performance indicators (KPIs) and product support planning within its

Service organization. CK has at least 1,000 closed cases from which it can predict accurate values for fields that are empty. CK has yet to implement any Einstein AI products.

Which approach should the consultant recommend to start AI efforts at CK?

Options:

- A) Confirm there are enough closed cases and turn on Einstein Service AI Grounding with Cases.
- B) Review and address Case data issues and set up Einstein Classification Apps.
- C) Review and address Case data issues and set up Einstein Article Recommendations.

Answer:

B

Explanation:

For Cloud Kicks (CK) to adopt artificial intelligence (AI) effectively in improving case closure KPIs and product support planning, it's crucial to first review and address any data quality issues in their existing case data. Once the data is clean and reliable, setting up Einstein Classification Apps is a strategic move. Einstein Classification can analyze historical case data to predict values for fields in new cases, helping prioritize and route cases more efficiently. This approach leverages AI to enhance decision-making processes, improve

operational efficiency, and provide more targeted support, aligning with CK's goals to improve case management through AI capabilities.

Question 5

Question Type: MultipleChoice

Ursa Major Solar provides support with service-level agreements (SLAs) for high-priority cases. Lower-priority cases have different response times. The service center

uses Omni-Channel to manage work items. However, many recently created, high-priority cases exceed the service deadline.

Which setting should a consultant configure to meet the requirements?

Options:

- A) Skills-Based Routing
- B) Capacity Model
- C) Secondary Routing Priority

Answer:

C

Explanation:

To address the issue of high-priority cases exceeding service deadlines at Ursa Major Solar, configuring Secondary Routing Priority within Omni-Channel settings is recommended. This feature allows the organization to prioritize work items not just by their primary criteria (e.g., case age or initial priority) but also by secondary factors that can include SLA requirements. By setting high-priority cases with stricter SLAs as a secondary routing priority, Omni-Channel can ensure these cases are escalated in the queue, getting the attention they need promptly. This approach helps in effectively managing workloads and meeting SLA commitments for high-priority cases, improving overall service delivery.

Question 6

Question Type: MultipleChoice

The customer support team at Universal Containers (UC) has noticed a large increase in Case Resolution times recently. UC wants to use Einstein for Service to help

agents locate the relevant information more quickly.

Which feature should the consultant recommend?

Options:

- A) Einstein Reply Recommendations
- B) Einstein Bots
- C) Einstein Article Recommendations

Answer:

C

Explanation:

To address the increase in Case Resolution times, Einstein Article Recommendations can be highly effective. This feature uses machine learning to suggest relevant knowledge articles to agents, based on the context of the customer cases they are working on. By providing agents with quick access to pertinent information, Einstein Article Recommendations can significantly reduce the time spent searching for solutions, thereby improving case resolution times and enhancing overall service efficiency.

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