



Free Questions for CRT-261 by vceexamstest

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Question 1

Question Type: MultipleChoice

Universal Containers provides customer support for both new products and routine maintenance of existing products. The cases for both types have many stages and fields in common; however, the maintenance cases have additional stages and fields that need to be captured. Which feature should a consultant recommend to accomplish this objective?

Options:

- A- Approval Processes
- B- Support Types
- C- Support Processes

Answer:

C

Explanation:

To accommodate the common stages and fields for new product support cases and the additional stages and fields for maintenance cases, implementing Support Processes is recommended. Support Processes allow for the customization of case stages based on the

type of support being provided, ensuring that all necessary information is captured accurately for each case type.

Question 2

Question Type: MultipleChoice

Cloud Kicks wants to implement a solution that would hold service agents accountable for keeping customer service-level agreements (SLAs).

Which feature should a consultant use to meet this request?

Options:

- A- Service Contracts
- B- Salesforce Survey
- C- Entitlement process

Answer:

C

Explanation:

To hold service agents accountable for maintaining customer service-level agreements (SLAs), implementing an Entitlement Process is recommended. This feature allows for the definition and management of SLAs for each customer, providing a structured framework to monitor case handling against agreed service levels and ensuring agent accountability in meeting customer service commitments.

Question 3

Question Type: MultipleChoice

Universal Containers wants to provide a more consistent service experience to its customers and is evaluating using macros.

Which prerequisite should the consultant consider?

Options:

- A-** Publisher actions are on the page layout.
- B-** All users have permission to create macros.

C- The Lightning page contains the Run Macros action.

Answer:

C

Explanation:

When evaluating the use of macros to provide a consistent service experience, ensuring that the Lightning page layout includes the Run Macros action is a prerequisite. This enables agents to easily execute macros directly from the case record, streamlining repetitive tasks and enhancing service efficiency.

Question 4

Question Type: MultipleChoice

Cloud Kicks wants to create a secure, branded mobile app that its Experience Cloud customers can use to create and track cases, see upcoming product announcements, and interact with other customers who have common interests.

Which mobile development option should the consultant recommend?

Options:

- A- Create two custom mobile apps, one for Apple and the other for Android.
- B- Explain that community users can access the site through a web browser.
- C- Use Salesforce Mobile Publisher to create a common app for both Apple and Android.

Answer:

C

Explanation:

For creating a secure, branded mobile app for Experience Cloud customers, utilizing Salesforce Mobile Publisher is recommended. This tool allows for the creation of a unified mobile app compatible with both Apple and Android devices, providing a seamless experience for customers to engage with the brand, track cases, and interact with the community.

Question 5

Question Type: MultipleChoice

What should the consultant consider when implementing Salesforce Chat functionality in a new Service Cloud instance?

Options:

- A- It should be deployed with Experience Builder.
- B- It is incompatible with Einstein Bots.
- C- It should be routed via Omni-Channel,

Answer:

C

Explanation:

When implementing Salesforce Chat functionality, it's important to integrate it with Omni-Channel for routing. This ensures that chat requests are distributed based on agent availability and workload, aligning with overall service channel management and ensuring efficient handling of customer inquiries.

Question 6

Question Type: MultipleChoice

Universal Containers is launching a full line of new products, and Service Cloud should support the following requirements:

- * Customer service agents need to collaborate with other teams.
- * The product development team needs to be alerted on high-priority cases for specific products.

Which solution meets these requirements?

Options:

- A-** Use Salesforce Flow for notifications and Case Teams to monitor cases,
- B-** Use Escalation Rules for notifications and Case Teams to monitor cases.
- C-** Use Salesforce Flow for notifications and Account Teams to monitor cases.

Answer:

B

Explanation:

To meet the requirements of collaboration and alerting the product development team on high-priority cases for specific products, utilizing Escalation Rules for notifications and Case Teams for case monitoring is recommended. This approach ensures that critical cases are escalated and visible to the necessary teams for timely and collaborative resolution.

Question 7

Question Type: MultipleChoice

Agents at Universal Containers are required to update the Case Status to Waiting for Customer after they send an email to the Case Contact. Support managers are noticing that many agents are forgetting to perform this step.

What should a consultant recommend to address this problem?

Options:

- A- Create a Case Macro.
- B- Create a Validation Rule.
- C- Create an action on Case,

Answer:

A

Explanation:

To address the issue of agents forgetting to update the Case Status after sending an email, creating a Case Macro that automates the process of sending the email and updating the status is recommended. This ensures consistency in case management and adherence to support processes, enhancing service quality and managerial oversight.

Question 8

Question Type: MultipleChoice

Universal Containers has implemented a call-based response system. The call wait time has become too long and customer service is being affected. Management would like to find a way to reduce customers' wait times and enable agents to handle more inquiries at a time.

Which feature should a consultant recommend?

Options:

- A- Case auto-response rule
- B- OmniStudio
- C- Salesforce Chat

Answer:

C

Explanation:

To reduce call wait times and enable agents to handle more inquiries simultaneously, implementing Salesforce Chat is recommended. Chat allows for real-time communication with multiple customers concurrently, alleviating the pressure on call-based support and improving overall customer service efficiency.

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