CRT-261^{Q&As}

Certification Preparation for Service Cloud Consultant

Pass Salesforce CRT-261 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.geekcert.com/crt-261.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Salesforce Official Exam Center

Instant Download After Purchase

100% Money Back Guarantee

365 Days Free Update

800,000+ Satisfied Customers

QUESTION 1

Which two capabilities of Lightning Knowledge ensure accurate content in Articles? Choose 2 answers

A. Approval Process that assigns an Article to a Reviewer Queue.

B. Knowledge Action to Publish an Article once the Article is approved.

C. Validation Rules for article record types to verify all fields during creation.

D. Data Category to assign an article record type to a Reviewer.

Correct Answer: AC

QUESTION 2

If you delete a case, which two also get deleted? (Choose two answers)

A. Account

B. Solution

C. Event

D. Attachments

Correct Answer: CD

QUESTION 3

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 4

A Contact Center Manager is implementing a new customer care program and wants to specifically

measure customer loyalty.

Which measure can satisfy this requirement?

A. Customer Satisfaction

B. Customer Engagement Score

C. Net Promoter Score

D. Service-Level Measure

Correct Answer: C

QUESTION 5

A company has these requirements for dealing with Cases:

-Handled efficiently and by the right agents

-

Distributing the load so that agents do NOT have to manually select the next Case to work Which two Omni-Channel features will assist in this routing and distribution? Choose 2 answers

A.

Route to agents with the most cases closed for that topic.

B.

Route to agents staffing the assigned overflow queues.

C.

Route to agents with the least amount of active assigned work.

D.

Route to agents with the most capacity to take on new work.

Correct Answer: CD

[Latest CRT-261 Dumps](#)   [CRT-261 Study Guide](#)   [CRT-261 Exam Questions](#)