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QUESTION 1

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 2

Universal Containers wants to import articles from a previous database into their new Salesforce Knowledge Implementation. Many of their "How To" articles have images that must be migrated. Which statement is true about migrating images into Salesforce Knowledge?

- A. Ensure that each image does NOT exceed the maximum of 25 MB
- B. Upload the images into Salesforce prior to importing the articles
- C. Convert all images to .jpeg, as this is the only supported file type
- D. Include images in an .html file using the image tag and src attribute

Correct Answer: D

QUESTION 3

Universal Containers customers are encouraged to submit web cases when they find errors or omissions in product documentation. The information is captured on a case with the "Errata" record type. The Technical Writing Manager would like to send an email to the customer that includes details of the correction process. What should a consultant recommend to meet this requirement?

- A. Create a workflow rule and email alert action that sends an email to the case contact when a case with the "Errata" record type is created
- B. Create an auto-response rule that sends an email to the case contact when a case with the "Errata" record type is created
- C. Create an Apex trigger that sends an email to the case contact when a case with the "Errata" record type is created
- D. Create an assignment rule that sends an email to the case contact when a case with the "Errata" record type is created

Correct Answer: A



QUESTION 4

A customer has a detailed question about product functionality. The customer would like access to expert customer subject-matter experts, and real-time access to company IT support experts. Which features will best help the customer? Choose 2 answers.

- A. Mass email
- B. Communities
- C. Public groups
- D. Salesforce Chat

Correct Answer: BD

QUESTION 5

Universal Containers wants to provide its resellers a secure portal where they can manage their customer accounts, submit and track the status of their cases, and view reports and dashboards.

Which solution should a consultant recommend?

- A. Employee Community
- B. Partner Community
- C. Reseller Community
- D. Customer Community

Correct Answer: B

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