



CRT-261^{Q&As}

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QUESTION 1

Which three are characteristics of Visual Workflow? Choose 3 answers

- A. Apex code must be used to update fields in the database.
- B. Elements can be used to pass data to legacy systems.
- C. Apex code must be used to pass data to legacy systems.
- D. Only one version of a flow can be activated at a time.
- E. Elements can be used to update fields in the database.

Correct Answer: ABD

QUESTION 2

A contact center manager needs to restrict who can create a FAQ Article Type within Knowledge. What should a consultant recommend to accomplish this requirement? (Choose 2)

- A. Hide the Article Management tab for users who should have read-only access to articles.
- B. Set the organization-wide default to private and create sharing rules for the FAQ article type
- C. Enable the Manage Articles permission for the publisher profile and assign it to users
- D. Create a publisher profile that includes create access on the FAQ article type.

Correct Answer: CD

QUESTION 3

What are some uses of www.trust.salesforce.com in business continuity planning? (Choose 3)

- A. To provide online security threat information
- B. To provide live and historical data on system performance
- C. To provide information planning planned maintenance
- D. To provide live support for system and data backup
- E. To provide best practices for continuity plans

Correct Answer: ABC

QUESTION 4



UC wants to reduce incoming support phone call volume. What action can be taken to meet this requirement? Choose 2 answers.

- A. Implement Service Cloud console to support agents
- B. Leverage Live Agent for web-based chat
- C. Enable service contracts and entitlements
- D. Implement Salesforce Knowledge on a portal

Correct Answer: BD

QUESTION 5

The Universal Containers contact center offers support via email, the Internet, and a Community. The contact center manager wants to demonstrate the success of recent self-service initiatives to executive management. What report should the contact center manager present to executive management? Choose 2 answers

- A. Average call handle time by team
- B. Number of cases created using portal
- C. Number of cases closed by a self-service user
- D. Number of IVR inquiries without agent involvement

Correct Answer: BC

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