



# CRT-261<sup>Q&As</sup>

Certification Preparation for Service Cloud Consultant

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### QUESTION 1

What solution should a consultant recommend while designing a plan to decrease a company's cost per call? (Choose 2)

- A. Increase the Call-to-Order ratio
- B. Use integrated voice response
- C. Bypass entitlement verification
- D. Use suggested Knowledge articles

Correct Answer: BD

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### QUESTION 2

Universal Containers recently rolled out a Salesforce Knowledge implementation; however, users are finding unreliable and unrelated Knowledge Articles displayed in the Knowledge One widget in the Salesforce Console. Which two actions should a Consultant recommend to address the lack of quality checking? Choose 2 answers

- A. Set up an intuitive Data Category hierarchy
- B. Restrict the Manage Articles user permission
- C. Enable and configure wildcards for article searches
- D. Require that an article be added when closing a case

Correct Answer: AB

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### QUESTION 3

A company would like to implement a solution that would hold service reps accountable to customer Service Level Agreements. Which two steps should be completed to meet this request? Choose 2 answers

- A. Enable Work Orders.
- B. Create an Entitlement Process.
- C. Set up Milestones.
- D. Configure Service Contracts.

Correct Answer: BC

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### QUESTION 4

Universal Containers is setting up a field service dispatch contact center. Which functionality should be considered



when designing the contact center? (Choose 2)

- A. Chatter groups for customer
- B. Mobile access to case information
- C. Visibility into service entitlements
- D. Predictive dialer for outbound calls

Correct Answer: BC

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#### QUESTION 5

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

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