



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

Certification Preparation for Service Cloud Consultant

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### QUESTION 1

Universal Containers needs to ensure it is staffing enough agents to answer calls at times of peak volume.

In addition, the company needs to report on the metric listed below.

Average handle time (AHT)

Adherence to service level agreements (SLAs)

Which data source would Universal Containers need in order to gather this information? Choose 3

answers

A. Automatic Call Distributor (ACD)

B. Entitlements

C. Workflow Management (WFM)

D. Chat log history

E. Interactive Voice Response (IVR)

Correct Answer: AC

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### QUESTION 2

As part of a new Salesforce Knowledge implementation, Universal Containers would like to migrate articles

from their current database.

Which factor should a Consultant consider as part of the migration strategy?

A. Convert any articles containing HTML into plain text before importing because HTML is NOT supported in any article field types.

B. Verify that each article type has field level security on all fields set to read-only prior to import, in order to prevent any loss of data.

C. Ensure that each existing article type has a corresponding Salesforce Knowledge article type that matches its structure and content.

D. Prepare a single .csv file that can be used to migrate all articles types at once and include with a properties file in a .zip for import.

Correct Answer: D

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### QUESTION 3

What are benefits of deploying Knowledge in a high volume Service Cloud portal? (Choose 2)



- A. Replaces the need for an email channel
- B. Eliminates tracking of customer entitlements
- C. Uncovers gaps in the knowledge base
- D. Reduces incoming call volume

Correct Answer: CD

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#### QUESTION 4

An Inside Sales Contact Center Manager would like to access the ROI of the Contact Center. Which three metrics should the Manager use to access the ROI? Choose 3 answers

- A. Average queue time per agent
- B. Number of leads created
- C. Opportunities per channel
- D. Cost per call
- E. Number of sales queues

Correct Answer: BCD

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#### QUESTION 5

Which document should be created to support the initial planning phase of an implementation project? (Choose 2)

- A. Requirements traceability matrix
- B. Solution design document
- C. Project milestones
- D. Project kickoff presentation

Correct Answer: CD

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