



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

Certification Preparation for Service Cloud Consultant

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### QUESTION 1

Universal Containers wants customers to have the ability to log cases with structured data and route based on Urgency and Product Line.

How should a Consultant accomplish this?

- A. Standard Email-to-Case with assignment rules
- B. Lightning Email with web routing prioritization
- C. Omni-Channel with prioritized queues
- D. Standard Web-to-Case with assignment rules

Correct Answer: A

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### QUESTION 2

A new customer to Salesforce is considering implementing a customer portal. The customer has millions of users and plans to evaluate a high-volume customer portal. What is a key consideration when configuring a customer portal?

- A. Users cannot own records
- B. Users can download and view content
- C. Users are not associated with a role in the hierarchy
- D. Users can be part of a case team

Correct Answer: C

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### QUESTION 3

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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### QUESTION 4



Universal Banking needs to provide a public knowledge base on its website. The company has three product groups (Personal Banking, Mortgage, and CDs) and needs to display information and address common questions about each product are

- A. How should Knowledge be configured? Choose 2 answers.
- B. Create three article types for each product area (Personal Banking, Mortgage, CD).
- C. Create three data categories for each product area (Personal Banking, Mortgage, CD).
- D. Create two data categories to display information (Question/Answer, Product Info).
- E. Create two article types to display information (Question/Answer, Product Info).

Correct Answer: BD

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#### QUESTION 5

Universal Containers support management team has noticed an increase in wait times over the last several months when customers call in for support. Which two recommendations should a Consultant suggest to help decrease customer wait times? Choose 2 answers

- A. Create reports to analyze call data in order to understand peak times and ensure adequate staffing.
- B. Create a case escalation rules to route high-priority cases directly to supervisors for resolution.
- C. Set up analytical snapshots to capture key case information and create historical trending reports.
- D. Set up a Salesforce Customer Community that will allow customers to create cases online.

Correct Answer: AD

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