SalesForce CRT-261 Exam

Volume: 65 Questions

Question No:1
What is a recommended way to migrate data from an external system while ensuring that the data adheres to data quality rules established for the Salesforce org?

A. Cleanse the data outside of Salesforce and then migrate the data.

B. Use the Salesforce data loader to load and cleanse the data.

C. Use the Salesforce import wizard to load and cleanse the data.

D. Upload the data into Salesforce and then run data cleansing tools.

Answer: A

Question No:2
Universal Containers wants to implement a new web presence to support its customers. It has provided the following requirements:
. Ability for visitors to search Knowledge articles without registering or logging in
. Ability for over one million registered customers to securely submit cases and view the status of those cases
. Ability to display white papers to registered customers
. Ability for registered customers to save favorite Knowledge articles for easy access later
What should the consultant recommend as part of the solution?

A. Implement Partner Communities with Knowledge.

B. Implement Customer Communities with Content.

C. Implement Employee Communities with Content.

D. Implement Customer Communities with Knowledge.

Answer: D

Question No:3
Which two capabilities of Lightning Knowledge ensure accurate content in Articles? Choose 2 answers

A. Approval Process that assigns an Article to a Reviewer Queue.

B. Knowledge Action to Publish an Article once the Article is approved.

C. Validation Rules for article record types to verify all fields during creation.

D. Data Category to assign an article record type to a Reviewer.

Answer: A,C

Question No:4
Universal Containers recently deployed a Salesforce Knowledge implementation, but is looking to evaluate the quality of the articles being produced.
What should the Consultant recommend to gather information on Knowledge article usefulness?

A. Contact Salesforce to send a report on article efficacy.

B. Send out a monthly survey to customers requesting feedback.

C. Install Knowledge Base Dashboards and Reports AppExchange package.

D. Create a group of super users that will evaluate and manage articles.

Answer: C

Question No:5
What are three best practices that should be used when deploying Salesforce functionality to production? Choose 3 answers

A. Ensure that at least 60% of the code is covered by unit tests before deploying to production.

B. Plan and communicate the deployment to all users of the organization in advance.

C. Select a window of time when users will NOT be making changes to the organization.

D. Ensure all users refrain from logging into production for an entire day prior to deployment.

E. Migrate a test deployment to a staging environment for a smoother real-life experience.

Answer: B,C,E

Question No:6
Universal Containers wants to ensure the contracted service level requirements for its clients are being met.
What should be configured to meet this requirement?

A. Entitlement processes, milestones, milestone actions, and entitlements

B. Entitlement processes, contracts, contract line Items, and entitlements

C. Entitlement processes, contract line items, milestones, and entitlements

D. Entitlement processes, contracts, milestones, and milestone actions

Answer: A

Question No:7
How should a Consultant provide Suggested Article functionality to Lightning Service Console users?

A. Add the Knowledge Component to the Service Console.

B. Add the Knowledge tab to the Console app.

C. Create email templates with Knowledge Articles attached.

D. Add the Suggested Article widget to the Case page layout.

Answer: A

Question No:8
A company receives support requests through a variety of email addresses and web forms for different parts of the business.
Which feature combination will ensure that cases are efficiently handled by the most appropriate representatives?

A. Case Assignment Rules, Queues, Chatter Groups, Live Agent

B. Case Assignment Rules, Queues, Public Groups, Omni-Channel

C. Escalation Rules, Queues, Chatter Groups, Omni-Channel

D. Escalation Rules, Queues, Public Groups, Live Agent

Answer: B

Question No:9
Support agents need to verify that customers are eligible to receive customer support before they can update the.
Which two objects are used to verify that a customer is entitled to receive support? Choose 2 answers.

A. Contacts

B. Products

C. Service contracts

D. Case history

Answer: A,C

Question No:10
Universal Containers is launching a full line of new products and Service Cloud should support the following requirements:
. Agents need to collaborate with other teams.
. The product development team needs to be alerted on high-priority cases for specific products.
Which solution will meet these requirements?

A. Use Process Builder for notifications and case teams to monitor cases.

B. Use Process Builder for notifications and account teams to monitor cases.

C. Use escalation rules for notifications and account teams to monitor cases.

D. Use escalation rules for notifications and case teams to monitor cases.

Answer: A

Question No:11
When Service Reps view a Case, they often need to see the Case History of other Cases for that same Account.

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How should a Consultant configure the Lighting Service Console to support this requirement?

A. Account tabs and Cases tab

B. Case tabs with Account subtabs

C. Account tab with Cases related list

D. Account tabs with Case Subtabs

Answer: C

Question No:12
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.

Answer: A,B,D

Question No:13
Universal Containers is training a new set of Service Reps. Part of the training includes handling Live Agent chats from customers. However, it is important that contact center managers monitor the chat sessions to ensure the Service Reps' responses are professional and accurate and to be able to assist when needed.
What Lightning Console feature should a Consultant configure to support this need?

A. Configure Omni-Channel Supervisor tab and 3rd party access.

B. Configure Live Agent Supervisor tab and Whisper Messages.

C. Add the Live Agent Component to the Utility bar.

D. Configure the SOS snap-in for the Lightning Service Console.