DUMPSQARENA

Salesforce Certified Service Cloud Consultant

Salesforce CRT-261

Version Demo

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QUESTION NO: 1

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.

ANSWER: B

QUESTION NO: 2

The lifecycle of a Knowledge article consists of five stages.

In which order does an article proceed through these stages?

A. Create, approve, publish, consume, feedback

B. Create, feedback, publish, approve, consume

C. Create, publish, feedback, approve, consume

D. Create, consume, feedback, approve, publish

ANSWER: A

QUESTION NO: 3

Universal Containers has built a custom Visualforce page called "Knowledge" that is used internally to access Classic Knowledge.

Which two steps must be taken to ensure the Visualforce page continues to work after migrating to Lightning Knowledge?

Choose 2 answers

A. Remove Apex code references to the Article RecordType field.

B. Configure the Visualforce page to use the Lightning Design System.

C. Rename the Visualforce page to "Lightning Knowledge"

D. Remove Apex code references to the ArticleType field.

ANSWER: B C

QUESTION NO: 4

A company frequently has issues with customers that need complex, hands-on technical support with high-priority issues in difficult-to-visit locales.

What should be recommended for reliable, real-time support to customers with these restrictions?

A. Customer Community

B. Field Service Lightning

C. SOS Video Chat

D. Salesforce Knowledge

ANSWER: C

QUESTION NO: 5

Universal Containers is using the Lightning Service Console for managing cases and wants to add a softphone to enable click-to-call capability.

Which three configurations are needed for the softphone to work in Salesforce? Choose 3 answers

A. Install an adapter from AppExdiange to work with third-party cn systems.

B. Enable Live Agent in their community to chat with an agent.

C. Assign the correct Salesforce users to the Call Center.

D. Create a softphone layout and assign to user profiles.

E. Assign the Salesforce CTI license to Salesforce users.

ANSWER: A C D

QUESTION NO: 6

Universal Containers wants to provide a more consistent service experience to its customers and is evaluating the Service Cloud macro feature.

Which three configurations must be made? Choose 3 answers

A. Users must use Lightning Experience.

B. Publisher Actions used in the macros must be on the page layout.

C. The Macros widget or utility must be added to the console.

D. The Run Macros Permission must be granted to users.

E. The Run Macros Action must be on the page layout.

ANSWER: A B D

QUESTION NO: 7

The Support Manager at Universal Containers is getting inaccurate agent performance reports. After researching the data, the Salesforce Administrator has identified hundreds of cases that are closed, but still owned by a queue.

Which two solutions should a Consultant recommend to correct this problem? Choose 2 answers

A. Create a case assignment rule to ensure cases are owned by a user when closed.

B. Use a data tool to update the owner field on closed cases.

C. Create a Process Builder and Flow to change the owner on closed cases.

D. Create a case validation rule to ensure cases are owned by a user when closed.

ANSWER: A B

QUESTION NO: 8

When Service Reps view a Case, they often need to see the Case History of other Cases for that same Account. 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: 9

Universal Containers (UC) plans to implement Salesforce Knowledge for its U.S. Call Center to assist agents in providing customer support.

Which three options should UC consider when planning its implementation?

Choose three answers

A. What types of information they need to publish.

B. Who can approve and manage the information published.

C. How information should be categorized.

D. Where call center support agents are located.

E. When the knowledge maintenance window is available.

ANSWER: A B C

QUESTION NO: 10

A company is changing its case management system to Salesforce. All active accounts, contacts, and closed cases for the past 5 years must be migrated to Salesforce for go-live.

Which approach should be used for the data migration?

A. Prepare, Plan, Test, Execute, Validate

B. Plan, Prepare, Test, Execute, Validate

C. Prepare, Plan, Validate, Execute, Test

D. Plan, Prepare, Validate, Execute, Test

ANSWER: D