

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

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#### QUESTION 1

Universal Containers plans to migrate data into SFDC from a legacy system. Which step should be taken before performing the migration of the data (Choose 2)?

- A. Normalize database
- B. Perform data cleaning
- C. Enable data validation rules
- D. Develop data map

Correct Answer: BD

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#### QUESTION 2

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.

Correct Answer: BCE

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#### QUESTION 3

Which step should a consultant take to import articles into Salesforce Knowledge? (Choose 2)

- A. Map articles with HTML sections to rich text area fields
- B. Use change sets to import data categories
- C. Create a separate .csv for each article type
- D. Use the data loader to import unstructured articles

Correct Answer: AD

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#### QUESTION 4

Universal containers is trying to reduce the amount of time support agents spend creating cases. The new

method case creation must allow for 4000 - 5000 new cases a day, as well as the attachment of documents under 25 MB by the customer.

Which method should the consultant suggest?

- A. On-Demand Email-to-case
- B. Standard email to case
- C. Web to case forms
- D. Omni channel routing

Correct Answer: A

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#### QUESTION 5

A manager would like information on the knowledge base searches conducted by customers and call center agents. Which two metrics are useful for identifying knowledge article effectiveness? Choose 2 answers

- A. Knowledge search query with no results.
- B. Knowledge articles with the lowest rating.
- C. Number of knowledge articles in each data category.
- D. Knowledge articles created by call center agents.

Correct Answer: AB

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#### QUESTION 6

Auto Response rules work on which objects?

- A. Leads and Cases
- B. Leads and accounts
- C. Accounts and Opportunity
- D. Accounts and Cases

Correct Answer: A

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#### QUESTION 7

Universal Containers requires that a case is logged for every incoming support call. Each case could require an associated Return Materials Authorization (RMA) and/or Field Service Request (FSR). The original case CANNOT be closed until all RMAs and FSRs are closed. Universal Containers is considering whether RMAs and FSRs should be stored on a child case or on a related custom object. What should Universal Containers consider when designing the

solution? Choose 3 answers

- A. Average incoming case volume
- B. Relationship to the primary contact
- C. Case closure rules on the original case
- D. RMA and FSR escalation requirements
- E. Visibility and access to the RMA and FSR records

Correct Answer: CDE

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### QUESTION 8

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 9

When migrating data from an older system to a new one, what steps should be taken? Choose 2 answers.

- A. Data Cleansing
- B. Data Normalization
- C. Activate data validation rules
- D. Data mapping

Correct Answer: AD

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### QUESTION 10

In the telesales contact center, Universal Containers has three-step and five-step order process, contingent on the type of product sold. Which approach should be used to optimize the order process? Choose 2 answers

- A. Use Visualforce to create a wizard for each process
- B. Organize the fields on the page layout to match each process
- C. Use Visual Workflow to streamline the process
- D. Create a custom object for each step in the process

Correct Answer: BC

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#### QUESTION 11

UC\'s support team requires its customers to submit their support inquiries via free form email (Outlook, Gmail, Yahoo, etc.). Additional requirements are listed below:

Support attachments up to 20MB per inquiry

Over 10,000 inquiries per day

Which solution should a consultant recommend to meet these requirements?

- A. Email-to-Case
- B. Web-to-Case
- C. On-Demand Email-to-Case
- D. Customer Chatter groups

Correct Answer: C

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#### QUESTION 12

A Global company requires public documents to be translated into multiple languages. Which implementation should the consultant recommend?

- A. Lightning Knowledge
- B. Classic Knowledge
- C. Salesforce Content
- D. Salesforce Files

Correct Answer: B

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#### QUESTION 13

Business Users have requested that the salesforce administrator allow agents to view a list of cases in the

console while agents work through their cases. This will allow agents to identify urgent cases that need to be worked on.

How should this be accomplished?

- A. Enable the list to be pinned in the console. This allows users to view the list alongside the case view in the console
- B. Build a customer visual force page with the list view and assign it to the console sidebar.
- C. Configure the case list under custom console components so users can view the list view along with the case view
- D. Recommend opening the case list view in a separate browser tab and use the window alongside the case view

Correct Answer: A

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#### QUESTION 14

Universal Containers wants articles to be suggested to agents based on information they are typing into the case. Which solution should a consultant recommend?

- A. Implement a Salesforce Console for Service and enable the Knowledge sidebar on the case page layout.
- B. Enable the Knowledge sidebar related list on the case page layout.
- C. Enable the Knowledge sidebar setting in the case support settings.
- D. Create a Visualforce page called Knowledge sidebar on the case page layout.

Correct Answer: D

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#### QUESTION 15

To manage the publishing lifecycle for articles in Salesforce Knowledge, the contact center director wants to provide article with various publishing capabilities. What configuration should be recommended to meet this objective?

- A. Assign article managers to public groups and specific article actions to each group.
- B. Assign article managers to publication teams and specific article actions to each team.
- C. Assign article managers to public groups and specific publication states to each group.
- D. Assign article managers to publication teams and specific publication states to each team.

Correct Answer: A