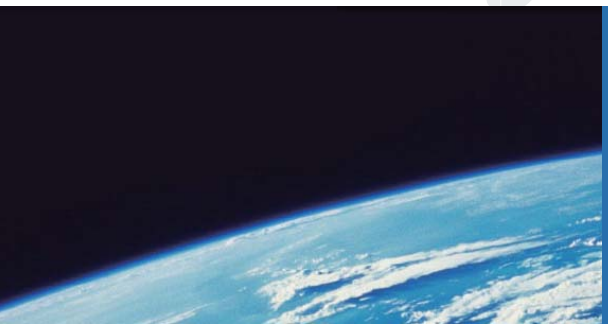

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QUESTION & ANSWER

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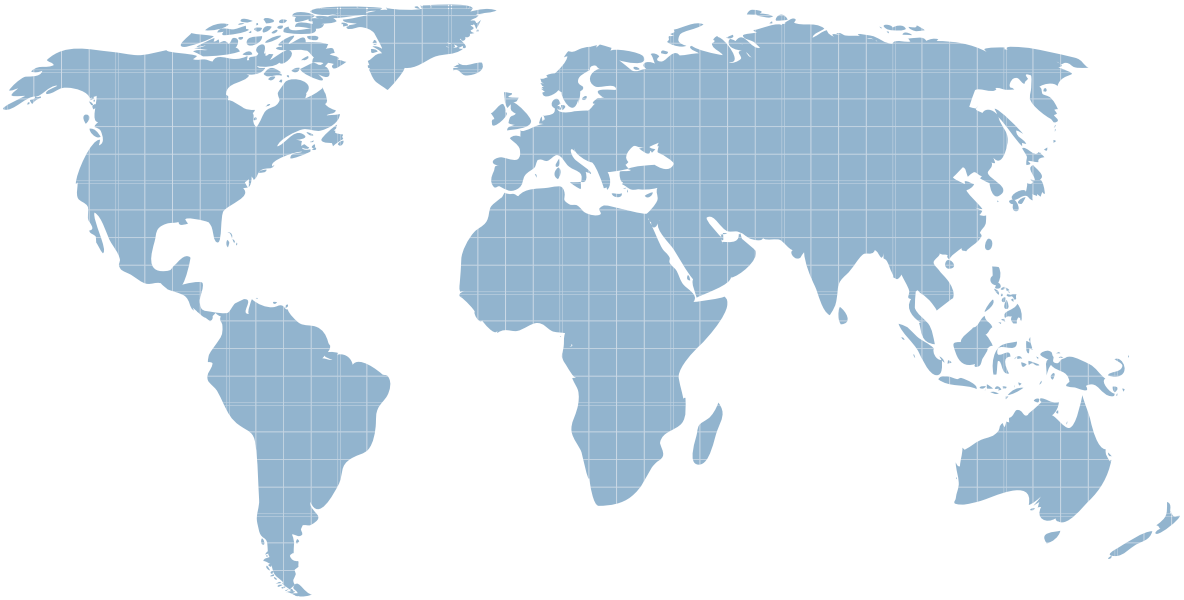

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Exam : CRT-261

Title : Certification Preparation for Service Cloud Consultant

Version : DEMO

1.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

2.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 Satesfbrce 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

3.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

4.Universal Containers wants to implement Knowledge to assist agents with the resolution of cases.
Which three recommendations should a consultant make to meet this requirement? Choose 3 answers
A. Enable article customization for open cases.
B. Enable agents to create their own personal articles.
C. Enable suggested articles on new cases.
D. Enable article submission during case close.
E. Create an email template to send articles as PDF attachments.
Answer: C,D,E

5.Which three tasks should be included in a business continuity plan for a contact center? Choose three answers
A. Route cases to agents in an alternate center.

B. Disable the Interactive Voice Response system.
C. Deliver training on case handling for contingent staff.
D. Update the case status field values.
E. Monitor service level agreements (SLAs) and notify customers.
Answer: A,C,E