

Salesforce CRT-261

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Question: 1

[Contact Center Analytics]

The support manager at Universal Containers wants to see monthly historical metrics for first-call resolution by call center.

Which analytics solution should the consultant recommend?

- A. Case report grouped by Call Center
- B. Case History report grouped by Call Center
- C. Dynamic Dashboard grouped by Call Center

Answer: C

Question: 2

[Knowledge Management]

Universal Containers has three internal divisions that use Salesforce Knowledge. Compliance requirements mandate that each division should only have access to its own articles when performing a search.

Which solution should a consultant recommend to meet this requirement?

- A. Create a sharing rule for each division to provide access using the role hierarchy.
- B. Create a sharing rule for each division to provide access based on the article category.
- C. Create a single data category group for each division and provide access using the role hierarchy.

Answer: C

Question: 3

[Interaction Channels]

A service agent is in a messaging session with a customer. The customer abruptly stops responding after 30 minutes.

What should the agent do next?

- A. End the messaging session with the customer.
- B. Mark the messaging session as customer Inactive.
- C. Leave the messaging session with the customer open.

Answer: A

Question: 4

[Service Cloud Solution Design]

Universal Containers is using Service Cloud for customer entry and case management, but order fulfillment, inventory, invoicing, and financial data are stored in other systems.

Which solution should a consultant recommend for integration?

- A. Utilize Apex with integrated External Objects.
- B. Utilize an AppExchange integration package.
- C. Utilize MuleSoft to integrate the systems.

Answer: C

Question: 5

[Industry Knowledge]

Universal Containers has implemented Service Cloud. The company needs key performance indicators (KPIs) to ensure that its customer support center is profitable.

Which metric should a consultant use to help executive management understand support center costs?

- A. All Cases by Customer
- B. All Open Cases by Priority
- C. Case Resolution Time

Answer: C

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