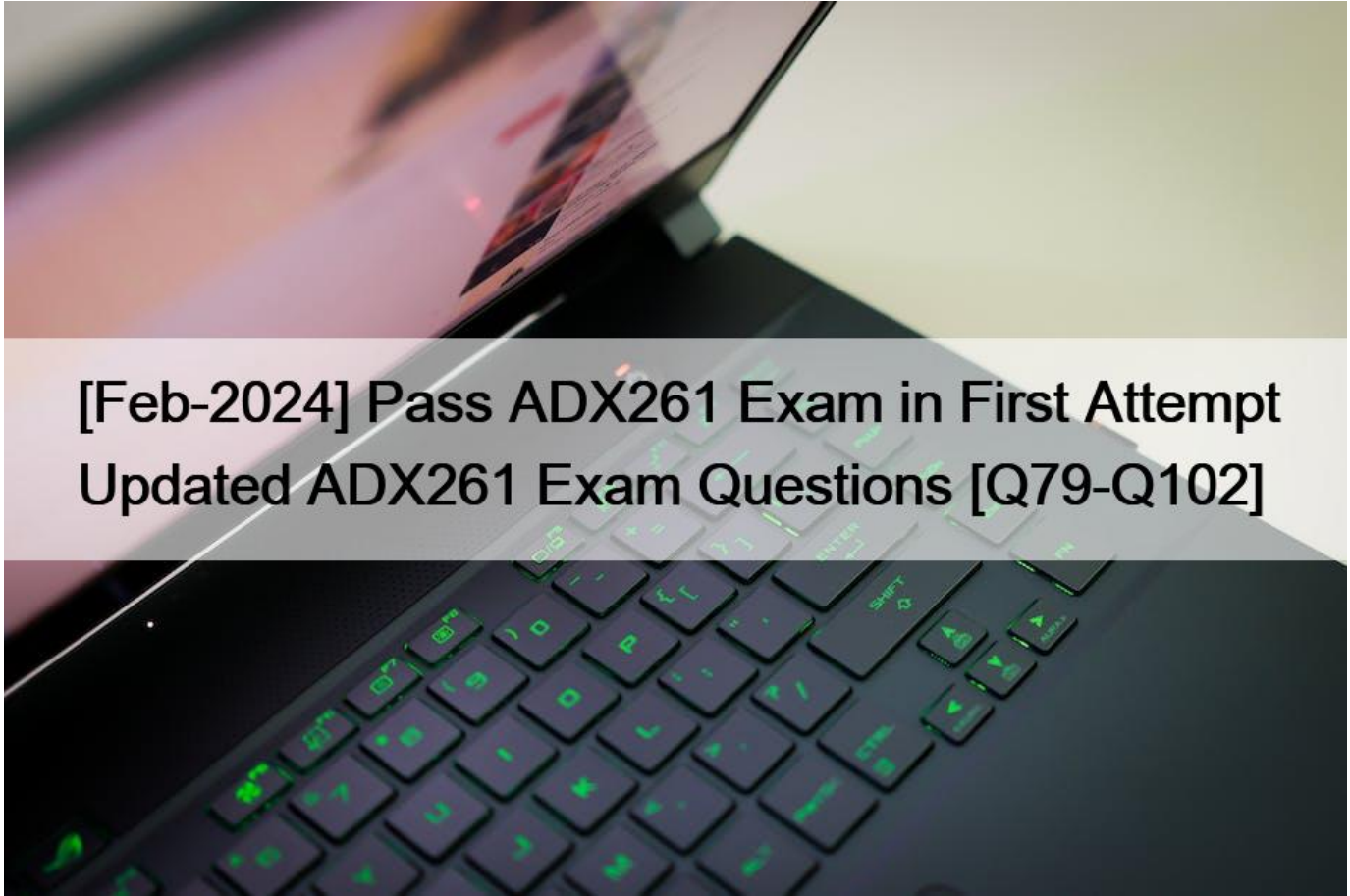


[Feb-2024 Pass ADX261 Exam in First Attempt Updated ADX261 Exam Questions [Q79-Q102]



[Feb-2024] Pass ADX261 Exam in First Attempt Updated ADX261 Exam Questions
Certified Service Cloud Consultant Dumps ADX261 Exam for Full Questions - Exam Study Guide

Salesforce ADX261 (Administer and Maintain Service Cloud) certification exam is designed to test an individual's knowledge and skills in administering and maintaining the Service Cloud platform. Administer and Maintain Service Cloud certification is ideal for professionals who are responsible for managing the Service Cloud platform and ensuring the successful implementation and maintenance of Service Cloud solutions for their organizations. ADX261 exam includes topics such as account and contact management, case management, knowledge management, service entitlements, and analytics.

Successful completion of the ADX261 exam results in the Salesforce Certified Service Cloud Consultant credential. Administer and Maintain Service Cloud certification demonstrates to employers and colleagues that the candidate has a thorough understanding of Service Cloud Administration and is able to effectively manage and maintain Service Cloud applications.

Q79. Universal Containers has implemented a call-based response system. The call wait time has become too long and customer

service is being affected. Management would like to find a way for their agents to handle more customer transactions per day.

Which two features should a Consultant recommend?

Choose 2 answers

- * Facebook Messaging
- * Escalation Rules
- * Chat
- * Case Auto-Response

Q80. The VP of Services at Universal Containers wants to reduce call center staffing. One of the initiatives is to deflect customer's interaction with a support agent while still providing relevant answers to the customer.

How can a consultant automate the use of suggested articles to accomplish this goal?

- * An email to case inquiry
- * On-demand email to case
- * While holding for a support agent
- * Web-to-case question

Q81. Universal Containers has tested skills-based routing in a sandbox and is ready to deploy to production.

Which two deploy solutions should a consultant to ensure skills-based routing is operational in Production?

- * Change Sets
- * Mass Transfer Records
- * Data Import Wizard
- * Data Loader

Q82. Universal Containers has four 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?

- * Create separate data category groups for each division and assign the category to a division profile.
- * Create a sharing rule for each division to provide access using the role hierarchy.
- * Create a sharing rule for each division to provide access based on criteria of the article.
- * Create a single data category group for each division and provide access using the role hierarchy.

Q83. universal Containers (UC) hired agents in an expansion of the contact center. Getting agents up to speed and fully productive is a priority. UC implemented a standardized agent customer dialog to assist agents.

Which two features should a consultant integrate of the Service Console?

Choose 2 answers

- * Lightning Flow for service
- * Interaction Log
- * Lightning Process Builder
- * Path for Cases

Q84. Cloud Kicks wants to standardize its service KPIs for response time and first case closure rates.

Individual service agents, team leaders, regional directors, and the VP of service should see the same KPIs calculated using only the data the user can access.

What is the recommended running user to meet the requirements?

- * Let the dashboard viewers choose
- * The user creating the dashboard
- * The VP of service
- * The dashboard viewer

Q85. Universal Containers support management team has noticed an increase in wait times over the last several months when customers call in for support.

Which two recommendations should a consultant suggest to help decrease customer wait times?

Choose 2 answers:

- * Set up analytical snapshots to capture key case information and create historical trending reports
- * Set up a Salesforce Customer Community that will allow customers to create cases online
- * Create reports to analyze call data in order to understand peak times and ensure adequate staffing
- * Create case escalation rules to route high priority cases directly to supervisors for resolution

Q86. Universal Containers wants Service Console users to be able to view and update product usage data that is stored in an external system.

Which two features should a consultant recommend to provide this functionality?

Choose 2 answers

- * Salesforce Connect
- * Custom Objects
- * Middle-tier integration
- * External Objects

Q87. Cloud Kicks (CK) provides varying levels of support based on the customer's Service Contract. For customer with a Gold Service Contract, agents must provide a response to each customer contact within the 24 hours. CK plans to use Milestones.

What is the recommended Milestone Recurrence Type to meet the requirements?

- * No Resource
- * Sequential
- * Independent
- * Auto-Add

Q88. 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 Lightning Service Console to support this requirement?

- * Account tabs and Cases tab
- * Case tabs with Account subtabs
- * Account tab with Cases related list
- * Account tabs with Case Subtabs

Q89. After migration from Knowledge to Lightning Knowledge, Authors are unable to create FAQ article type, but can successfully create Install Notes article

type.SupportMngers have confirmed that articles of type FAQ exist in production.

How should a consultant correct this problem?

- * Grant Authors access to FAQ article type
- * Set Article Or Wide to Public Read Write
- * Add Authors to the FAQ data category
- * Grant authors access to the FAQ records type

Q90. Cloud Kidcs (CK) uses Lightning Knowledge and has set up Data Categories. CK uses Data Category Visibility to control access based on products and geographic location. The Service Cloud administrator plans to enable “Use standard Salesforce sharing” in Sharing Settings under Knowledge Setting.

Which consideration should the administrator be aware of when making this change?

- * Data Category Visibility of All Categories provides Public Read/Write access.
- * Data Categories no longer control access to articles.
- * Data Category Visibility of Custom overrides Organization-Wide Sharing Default access.
- * Data Category Visibility of AM Categories provides Public Read Only access.

Q91. The VP of Service at Universal Containers wants to make it easier and faster for support reps to send knowledge articles to the customer.

What should a consultant configure to satisfy this request?

- * Create a macro to send an email with the article to the customer.
- * Create a workflow email alert to send the article to the customer.
- * Create an auto-response rule to send the article to the customer.
- * Create a Lightning email template to send the article to the customer.

Q92. Cloud Kicks (CK) provides support 24 hours a day, 7 days a week. CK contracts with an external third-party help desk to provide support outside of normal business hours.

The external service agents and external support managers use Experience Cloud to create cases. External support managers need to view and execute reports with the ability to “Run as specified user.

What is the recommended Experience Cloud license to meet the requirements?

- * Service Cloud Portal
- * Customer Community Login
- * High Volume Customer Portal
- * Partner Community Login

Q93. Cloud Kicks has implemented a review process for all new knowledge articles. Each article must be

reviewed and approved by a subject matter expert before becoming available to users.

Which step is necessary to make articles visible in all the selected channels?

- * The Approval Process will automatically Publish.
- * Approve articles from the Knowledge approval page to Publish.
- * Agents must click Publish after the Approval Process.
- * Set the final approval action to “Lock the record for editing”.

Q94. Universal Containers wants to let its customers interact real-time with support agents from their computers and mobile devices.

What feature should a consultant recommend to meet this requirement?

- * Web-to-Case
- * Embedded Chat Service
- * Customer Community
- * Case Assignment Rules

Q95. Universal Containers has defined a set of steps that each Case must go through, from submission to closure. In addition, each step must be completed within a specific amount of time.

What approach should a consultant recommend to meet these requirements?

- * Configure Case Escalation Rules.
- * Define Entitlement and Milestones.
- * Use Process Builder with Scheduled Actions
- * Enable Omni-Channel Routing.

Q96. Cloud Kicks (CK) recently implemented Knowledge Centered Support to improve the expertise of its agents. The pilot focused on creating articles for the most common support topics. After the pilot, customer satisfaction has improved and average call time has decreased. To continue

improving KPIs, CK wants to know where to focus its efforts next.

Which Knowledge dashboard should a consultant use?

- * Most Revised Articles
- * Most Linked Articles
- * Top Articles sorted descending
- * Search Activity Gaps

Q97. The Vice President (VP) of Customer Support for Universal Containers has issued a mission statement that *“We will empower our customers to interact with us in the way of their choosing.”* Universal Containers has recently deployed a new toll-free interactive voice response (IVR) system and knowledgebase. The VP has asked the management team to make additional system enhancements to fulfill this mission statement. Which three should the consultant recommend to achieve the mission statement? Choose 3 answers

- * Replace the existing *“Chat Now”* button on the Customer Community with a toll-free phone number.
- * Create a central *“Contact Us”* page which provides access to all available channels.
- * Enforce that customers must search the knowledgebase before they can see the Contact Us page.
- * Optimize the customer community for mobile devices to have access to the same support as desktops.
- * Enable customers to be emailed FAQs by accessing the interactive voice response 24 hours per day.

Q98. Universal Containers recently implement Service Cloud. The Support Manager notices that cases are being distributed unevenly across the team.

What should the consultant recommend to address this problem

- * Configure Case Assignment Rules to use Queues.
- * Configure Omni-Channel Routing Model as Most Available.
- * Configure Case Assignment Rules to use Users.
- * Configure Omni-Channel Routing Model as Least Active.

Q99. Cloud Kicks uses the Service Console and work items to route cases to available agents.

Service agents need a way to see work they have accepted and incoming items. Which feature should a Service Cloud consultant recommend?

- * Global Shared Macro
- * Omni-Channel Utility widget
- * Actions & Recommendations component
- * Personalised navigation menu

Q100. Cloud Kicks uses Dialer and one-click calling to initiate phone calls to customers. They have recently received complaints from customers who have set their communication preference to email only or text only.

What should a consultant recommend to meet the requirements?

- * Configuration a Validation Rule to block on-click calling.
- * Set the Contact Do not Call field value to true.
- * Configure Dialer to use Voicemail Crop by default.
- * Use Dynamic Forms to conditionally hide the one-click field.

Q101. Cloud Kicks (CK) recently implemented Knowledge Centered Support to improve the expertise of its agents. The pilot focused on creating articles for the most common support topics. After the pilot, customer satisfaction has improved and average call time has decreased. To continue improving KPIs, CK wants to know where to focus its efforts next.

Which Knowledge dashboard should a consultant use?

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Q102. Cloud Kicks uses Service Cloud and Slack. For difficult cases service agents want to create a swarm in Slack to pull in experts from multiple

How should the consultant recommend an agent launch a swarm?

- * Dynamic Form
- * Apex Trigger
- * Quick Action
- * Scheduled flow

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