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The ADX261 exam is a comprehensive assessment of your ability to administer and maintain Service Cloud. It tests your knowledge

in various areas, including service console configuration, case management, knowledge management, entitlements, and service analytics. ADX261 Exam also evaluates your understanding of key Service Cloud concepts like service contracts, entitlement processes, and service level agreements.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q65-Q70):

NEW QUESTION # 65

Universal Containers (UC) plans to implement a chatbot within its healthcare division to increase case deflection, reduce wait times, and save agents time so they can work on more complex issues.

The UC stakeholder has raised a risk about the Health Insurance Portability and Accountability Act (HIPAA) and other common compliance standards when using chatbots.

What should a consultant do to address the risk?

- A. Conduct a discovery session with the stakeholder to ensure the voice and tone of the bot meet the required healthcare compliance standards.
- B. Create a bot in the production org and use the information captured in Conversation Logs to confirm that no healthcare data was discussed.
- **C. Share Information about bot security, availability, and confidentiality of healthcare data found on Salesforce Trust and Einstein Platform Compliance.**

Answer: C

Explanation:

To address concerns about compliance with HIPAA and other standards when using chatbots, sharing detailed information on bot security, data availability, and confidentiality from Salesforce Trust and Einstein Platform Compliance resources is recommended. This reassures stakeholders of the measures in place to protect sensitive healthcare data and maintain compliance.

NEW QUESTION # 66

Service Console users work on dozens of cases at a time and often need to update a case they worked on earlier in the day.

What should a consultant recommend?

- **A. Add History to the Utility bar.**
- B. Keep all cases open in tabs.
- C. Create a custom dashboard.

Answer: A

Explanation:

For Service Console users who need to efficiently revisit cases worked on earlier, adding the History component to the Utility Bar is recommended. This provides quick access to recently viewed records, enabling users to navigate back to previous cases without keeping all cases open in tabs, enhancing productivity and case management efficiency.

NEW QUESTION # 67

Universal Containers wants to allow customers to ability to submit cases and also to see a dashboard of case resolution history. Which type of Community license should be used to meet these requirements?

- A. Lightning External Apps Starter
- B. High Volume Customer Portal
- **C. Customer Community Plus**
- D. Customer Community

Answer: C

Explanation:

Customer Community Plus is a type of Community license that should be used to meet the requirements of allowing customers to submit cases and see a dashboard of case resolution history. Customer Community Plus licenses are used for external users who access Experience Cloud sites and need to access standard CRM functionality, such as creating and managing cases, viewing reports and dashboards, or collaborating with other users. Customer Community Plus licenses are based on the number of named

users and are suitable for frequent or high-value customers who need full access to Service Cloud features. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Experience Cloud User Licenses

NEW QUESTION # 68

Universal Containers is initiating a program to improve customer satisfaction. As part of the program, customers must be surveyed after the case is closed to ensure the customer is satisfied and the issue has been resolved.

Which solution should a consultant recommend to meet this requirement?

- A. Use Escalation Rules to assign the case to a case queue.
- **B. Use Flow Builder to send an email to the customer.**
- C. Use auto-response rules to send an email to the customer.

Answer: B

Explanation:

To survey customers for satisfaction after case closure, utilizing Flow Builder to automate the sending of survey emails is recommended. This solution allows for the creation of a customized workflow that triggers an email survey to the customer once a case is marked as closed, ensuring timely feedback collection and aiding in the continuous improvement of customer satisfaction.

NEW QUESTION # 69

Cloud Kicks (CK) provides customized support based on product line and plans to expand from voice-only support. Support agents are certified on one or more specific product lines.

CK would like to provide support through chat, social, email, video, and web and are striving for a consistent customer experience. Agents will be trained in one or two of the new support methods, in addition to voice support.

What is the recommended solution to meet the requirements?

- A. Experience Cloud with self-support
- **B. Omni-Channel with Skills-Based Routing.**
- C. Live Agent and Live Message
- D. Knowledge One with Article Recommendations

Answer: B

Explanation:

Omni-Channel with Skills-Based Routing is the recommended solution to meet the requirements of Cloud Kicks (CK). Omni-Channel is a feature that allows you to manage the distribution and prioritization of work items (such as cases, chats, leads, or orders) across different channels (such as voice, chat, social, email, video, and web) and agents. Skills-Based Routing is a type of routing model that assigns work items to agents based on their skills and skill levels. For example, an agent who is certified on a specific product line and trained in chat support can receive chat requests related to that product line. Omni-Channel with Skills-Based Routing can help CK provide support through multiple channels, ensure a consistent customer experience, and match work items with agent expertise. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Omni-Channel Overview, Set Up Skills-Based Routing

NEW QUESTION # 70

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