

Free PDF Quiz Salesforce - ADX261 - Administer and Maintain Service Cloud–Valid Latest Exam Duration



Questions and Answers (PDF)

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Salesforce ADX261 (Administer and Maintain Service Cloud) Certification Exam is a professional certification designed for individuals who want to demonstrate their expertise in administering and maintaining the Service Cloud. Administer and Maintain Service Cloud certification exam is ideal for professionals who work as Salesforce Administrators, Consultants, or Developers and are responsible for managing Service Cloud implementations.

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Salesforce Administer and Maintain Service Cloud Sample Questions (Q46-Q51):

NEW QUESTION # 46

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

Answer: A

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 # 47

What should a Consultant recommend to ensure Live Agent chat requests contain enough information for Reps to effectively respond?

- A. Configure a Live Chat Validation Rule.
- B. Customize the Lightning Console chat page.
- C. Configure Lightning Guided Engagement.
- **D. Customize the Pre-chat form.**

Answer: D

Explanation:

Customizing the Pre-chat form is the recommended approach to ensure that Live Agent chat requests contain enough information for reps to effectively respond. A Pre-chat form is a form that customers fill out before starting a chat session with an agent. The form can collect information such as the customer's name, email address, phone number, reason for chat, or any other custom fields. The information from the Pre-chat form can be used to create or update records in Salesforce, such as contacts, cases, or leads. The information can also be displayed to the agent in the Service Console, so they can have more context about the customer and their issue. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Set Up Pre-Chat Forms

NEW QUESTION # 48

universal containers is implementing a customer community using the customer service template. One of the requirements is for members to be able to find knowledge articles based on the product type. How should consultant satisfy this requirement

- A. Enable suggested articles in the community
- B. Set the visibility to the data categories

- C. Define article types with sharing settings
- **D. Utilize topic tags for each product type**

Answer: D

NEW QUESTION # 49

Universal Containers has implemented Knowledge-Centered Support (KCS). Specific article types and categories require approval. Both the Publish Articles and the Submit for Approval buttons are available on page layouts. Agents are forgetting to submit certain articles types for approval.

What should a consultant recommend to automate the Approval Process?

- A. Update the Approval Process to Auto-launch.
- B. Create a Lightning Web Component action for Approval Process.
- **C. Create an autolaunched Flow.**

Answer: C

NEW QUESTION # 50

A customer submitted a case that is routed to a service desk agent at Universal Containers. After the agent responds to the case, they realize the customer is ineligible for support.

Which solution should the consultant recommend to prevent this scenario from happening in the future?

- **A. Add the related Contact's Entitlement related list to the Case Lightning Record Page.**
- B. Add the related Account's Entitlement related list to the Case Lightning Record Page.
- C. Add the Case's Entitlement related list to the Case Lightning Record Page.

Answer: A

Explanation:

To prevent agents from responding to cases from customers who are ineligible for support, adding the related Contact's Entitlement related list to the Case Lightning Record Page is recommended. This allows agents to quickly verify the customer's entitlement to support before proceeding with case resolution, ensuring compliance with support policies.

NEW QUESTION # 51

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