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Administer and Maintain Service Cloud



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Salesforce ADX261 Exam Syllabus Topics:

Topic	Details

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Salesforce ADX261 (Administer and Maintain Service Cloud) Certification Exam is designed for professionals who have experience in Salesforce Service Cloud administration and maintenance. ADX261 Exam measures your knowledge and skills in managing and configuring the Service Cloud, including case management, knowledge management, and communication channels.

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Salesforce Administer and Maintain Service Cloud Sample Questions (Q103-Q108):

NEW QUESTION # 103

Universal Containers' support team requires its customers to submit their support inquiries via free form email (Outlook, Gmail, Yahoo, etc.).

Additional requirements are listed below:

- * Support attachments up to 25 MB per inquiry
- * Under 2,500 inquiries per day

Which configuration solution should a consultant recommend to meet these requirements?

- A. Heroku Connect
- B. Email-to-Case
- C. On-Demand Email-to-Case

Answer: C

Explanation:

For supporting attachments up to 25 MB and handling under 2,500 inquiries per day via free-form email, On-Demand Email-to-Case is the recommended solution. On-Demand Email-to-Case processes emails and attachments without requiring an email server, and is suitable for the specified volume and attachment size requirements, ensuring efficient case creation from customer emails.

NEW QUESTION # 104

Cloud Kicks (CK) uses Lightning Dialer and one-click calling to initiate phone calls to customers. CK has recently received complaints from customers who have set their communication preferences to email only or text only.

What is the most efficient solution the consultant should use to meet the requirements?

- A. Set the Contact Do Not Call field value to True.
- B. Remove the phone number from the page layout.
- C. Use Dynamic Forms to hide the phone number.

Answer: A

NEW QUESTION # 105

A consultant has been hired to integrate a client's phone system with Salesforce.

What should the consultant consider using for this integration?

- A. Service Cloud Call Center
- B. Lightning Dialer
- C. Service Cloud Softphone Layout

Answer: A

Explanation:

When integrating a client's phone system with Salesforce, using the Service Cloud Call Center (also known as Salesforce Call Center) is recommended. This feature facilitates the integration of telephony systems with Salesforce, enabling agents to manage calls directly within the Service Cloud interface, enhancing efficiency and providing a unified customer service experience.

NEW QUESTION # 106

Universal Containers' IT policy prevents third-party software from being installed on employee computers. However, the VP of Service has asked that cases be automatically created from customer emails.

What solution should a consultant recommend?

- A. Email-to-Case
- B. web-to-Case
- C. On-Demand Email-to-Case
- D. An AppExchange package

Answer: C

Explanation:

On-Demand Email-to-Case is a feature that allows you to automatically create cases from customer emails without installing any software on your email server. It uses an email service provided by Salesforce to convert emails into cases and route them to the appropriate queues or agents. This solution meets the IT policy of Universal Containers, as it does not require any third-party software installation. Verified Reference: On-Demand Email-to-Case

NEW QUESTION # 107

A Service Rep transfers a Live Agent Chat to another Rep.

Which two things will happened?

- A. The chat transcripts and case are transferred
- B. The Customer doesn't know they were transferred
- C. The Customer is shown the new Rep's name
- D. Both Service Reps can chat with the customer

Answer: A,C

NEW QUESTION # 108

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