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Achieving the Salesforce ADX261 Certification demonstrates the ability to administer and maintain Service Cloud solutions, which are critical for customer service teams. It also validates the skills and knowledge required to configure and customize Service Cloud solutions to meet the needs of customers. With this certification, professionals can advance their career as Salesforce administrators and service cloud consultants.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q106-Q111):

NEW QUESTION # 106

Universal Containers wants to implement Knowledge to assist agents with the resolution of cases. Which three recommendations should a consultant make to meet this requirement? Choose 3 answers

- **A. Create an email template to send articles as PDF attachments.**

- B. Enable agents to create their own personal articles.
- C. Enable article submission during case close.
- D. Enable suggested articles on new cases.
- E. Enable article customization for open cases.

Answer: A,C,D

Explanation:

Enabling suggested articles on new cases, enabling article submission during case close, and creating an email template to send articles as PDF attachments are recommendations that a consultant should make to assist agents with the resolution of cases using Knowledge. Suggested articles are a feature that automatically recommends relevant articles to agents based on the case information. Agents can view the suggested articles in the case feed or the knowledge sidebar, and attach them to the case or email them to the customer. Article submission during case close is a feature that allows agents to create new articles or update existing articles from the case resolution page. Agents can use this feature to capture and share their knowledge after resolving a case. An email template is a type of template that can be used to create and send emails from Salesforce. An email template can include merge fields, images, links, and other formatting options. An email template can also include a knowledge article as an attachment or a link. Agents can use this feature to send an email with the article to the customer from the case record page or the Service Console. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Suggested Articles Overview, Submit Articles During Case Close, Create Lightning Email Templates

NEW QUESTION # 107

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

Answer: A

Explanation:

Salesforce Knowledge uses data categories to organize articles, making it easier to manage and access relevant content. By creating a single data category group for each division and controlling access through the role hierarchy, each division will only see articles categorized under their specific group. This setup ensures compliance with the requirement that divisions access only their own articles, leveraging Salesforce's robust security and access control features.

NEW QUESTION # 108

What is a common deflection technique to reduce the number of interactions for a contact center?

- A. Recommend articles prior to a Chat session.
- B. Recommend articles during a call from a support agent.
- C. Suggest articles for an Email-to-Case question.

Answer: A

Explanation:

A common deflection technique in contact centers is to provide self-service options like Knowledge articles before a customer engages in a more resource-intensive interaction, such as a chat session. By recommending relevant articles before the chat begins, customers may find answers to their questions without needing to speak with an agent, effectively reducing the volume of interactions and improving the efficiency of the contact center.

NEW QUESTION # 109

Universal Containers (UC) is implementing Service Cloud. UC needs to reduce total case volume and the average amount of time spent by agents on cases.

Which solution meets these requirements?

- A. Use escalation rules to move cases into the correct status. Create reports to monitor service-level agreement (SLA)

adherence.

- B. Enable agent chat functionality for customers. Disable the ability to log a case from the Experience Cloud site.
- C. Publish Knowledge articles to the Experience Cloud site, Enable the attachment of articles upon case closure.

Answer: C

NEW QUESTION # 110

Universal Containers (UC) has regional contact centers around the world. UC has implemented Service Cloud with the organization-wide default for Cases set to Private. The UC role hierarchy is set up by region. Support managers want to see support metrics for their region by default. UC needs a scalable solution.

Which strategy should a consultant recommend?

- A. Create a dashboard for each support manager.
- B. Create a dashboard using Reporting Snapshots.
- C. Create a Dynamic Dashboard.

Answer: C

Explanation:

A Dynamic Dashboard is the best solution for Universal Containers to provide regional support managers with the ability to see support metrics specific to their region by default. Dynamic Dashboards adjust the displayed data based on the viewer's role in the hierarchy, ensuring that each manager sees metrics relevant to their region. This scalable solution eliminates the need for multiple static dashboards, simplifying maintenance and ensuring data relevancy.

NEW QUESTION # 111

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