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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.

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### Salesforce Administer and Maintain Service Cloud Sample Questions (Q95-Q100):

#### NEW QUESTION # 95

Universal Containers plans to migrate its existing knowledge base into Salesforce Lightning Knowledge. Which three statements should be considered?

Choose 3 answers

- A. Each article must be associated to a record type.
- B. Approval process history migrate to Lightning Knowledge.
- C. Visualforce pages refer to Classic article types.
- D. Attachments and .html files in Classic Knowledge are moved to the Files object.
- E. Article numbers change during migration.

**Answer: A,B,D**

#### NEW QUESTION # 96

Universal Containers wants to implement a customer service community.

The goal of the community is to enable community members to access, create, and manage cases online.

How should the consultant implement these requirements?

- A. Update the case assignment rule to add the community member to the predefined case team.
- B. Set up a sharing set to grant access based on the community member's contact record.
- C. Change the org-wide default for cases and contacts internal access to private.
- D. Create a sharing rule to share the contact record with the community member.

**Answer: B**

#### NEW QUESTION # 97

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

Which two things will happened?

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

**Answer: B,D**

Explanation:

When a service rep transfers a live agent chat to another rep, the customer is shown the new rep's name in the chat window. This helps the customer know who they are talking to and avoid confusion. The chat transcripts and case are also transferred to the new rep, so they can see the previous conversation history and case details. This helps the new rep understand the customer's issue and provide a seamless service experience. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Transfer Chats

#### NEW QUESTION # 98

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. Enable agent chat functionality for customers. Disable the ability to log a case from the Experience Cloud site.
- B. Use escalation rules to move cases into the correct status. Create reports to monitor service-level agreement (SLA) adherence.
- **C. Publish Knowledge articles to the Experience Cloud site, Enable the attachment of articles upon case closure.**

**Answer: C**

Explanation:

To reduce total case volume and average case handling time, publishing Knowledge articles on the Experience Cloud site and enabling agents to attach articles to cases upon closure is recommended. This approach empowers customers to find solutions independently, potentially reducing the number of incoming cases and assisting agents in resolving cases more efficiently by leveraging existing Knowledge content.

#### NEW QUESTION # 99

After migration from Knowledge to Lightning Knowledge, Authors are unable to create FAQ article type, but can successfully create Install Notes article type. Support Mangers have confirmed that articles of type FAQ exist in production. How should a consultant correct this problem?

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

**Answer: A**

#### NEW QUESTION # 100

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