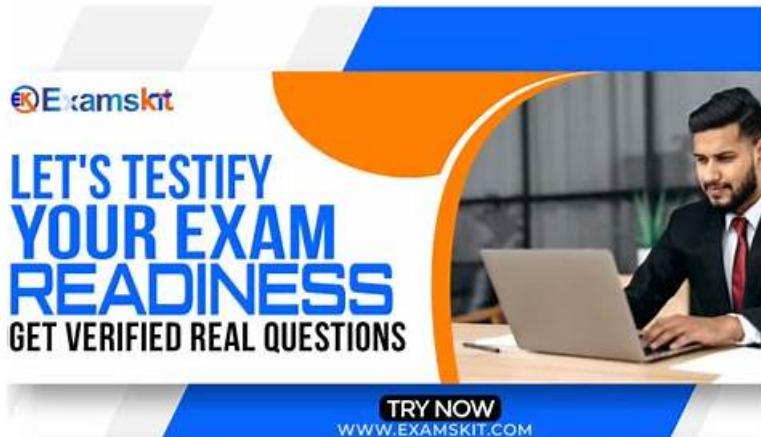# Accurate Testking ADX261 Learning Materials & Leading Offer in Qualification Exams & Free PDF ADX261: Administer and Maintain Service Cloud



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## Salesforce Administer and Maintain Service Cloud Sample Questions (Q21-Q26):

**NEW QUESTION # 21**
Cloud Kicks has recently implemented two-way mobile messaging to increase the efficiency of the support team. The company uses key performance indicators (KPIs) to measure the success of the implementation.
Which metric should a consultant use to measure the effectiveness of two-way mobile messaging?

- A. Reduced Call Volume
- B. Total Open Cases
- C. Average Handle Time

**Answer: C**

Explanation:
To measure the effectiveness of two-way mobile messaging implemented by Cloud Kicks, focusing on the Average Handle Time (AHT) is appropriate. AHT is a key performance indicator that measures the average duration taken to resolve customer issues from the moment a customer interaction begins. In the context of two-way mobile messaging, a reduction in AHT would indicate that the support team is able to resolve issues more efficiently through this channel. This metric directly reflects the impact of mobile messaging on operational efficiency, highlighting its effectiveness in streamlining communication, speeding up resolution times, and ultimately improving the overall customer service experience.

## NEW QUESTION # 22

Cloud Kidcs (CK) uses Lightning Knowledge and has set up Data Categories. CK uses Data Category Visibility to control access based on products and geographic location. The Service Cloud administrator plans to enable "Use standard Salesforce sharing" in Sharing Settings under Knowledge Setting.
Which consideration should the administrator be aware of when making this change?

- A. Data Category Visibility of AM Categories provides Public Read Only access.
- B. Data Categories no longer control access to articles.
- C. Data Category Visibility of Custom overrides Organization-Wide Sharing Default access.
- D. Data Category Visibility of All Categories provides Public Read/Write access.

**Answer: D**

## NEW QUESTION # 23

Ursa Major Solar's support department would like to implement an entitlement process to ensure customers receive the appropriate support based on their service level agreements (SLAs) Which two features need to be configured as part of the implementation?
Choose 2 answers

- A. Escalation Rule
- B. Assignment Rule
- C. Workflow Actions
- D. Milestones

**Answer: A,D**

Explanation:
Milestones and Escalation Rules are two features that need to be configured as part of the entitlement process implementation. Milestones are time-dependent steps that represent required service levels, such as first response time or resolution time. Escalation Rules are actions that occur when a milestone is violated, such as sending an email alert or reassigning the case. Verified Reference: : Milestones : : Escalation Rules

## NEW QUESTION # 24

Universal Containers (UC) wants to automate the process of case creation. While conducting a business process review, the consultant learned that in some instances, customers provide UC with digital pictures of the problem. The average attachment size was 34 MB.
Which solution should a consultant recommend?

- A. Email-to-Case
- B. Outlook Integration
- C. On-Demand Email-to-Case
- D. Web-to-Case

**Answer: A**

**NEW QUESTION # 25**

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

Choose 3 answers

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

**Answer: B,C,D**

Explanation:

Attachments and .html files in Classic Knowledge are moved to the Files object, Visualforce pages refer to Classic article types, and article numbers change during migration are statements that should be considered when migrating an existing knowledge base into Salesforce Lightning Knowledge. These statements reflect some of the changes and challenges that may occur during the migration process. For example:

Attachments and .html files in Classic Knowledge are moved to the Files object because Lightning Knowledge does not support attachments on articles. Files can be related to articles using rich text fields or file fields.

Visualforce pages refer to Classic article types because Lightning Knowledge does not support Visualforce pages on articles. Visualforce pages need to be replaced with Lightning components or other solutions.

Article numbers change during migration because Lightning Knowledge uses a different numbering system than Classic Knowledge. Article numbers are prefixed with KA in Lightning Knowledge instead of KB in Classic Knowledge.

Verified Reference: Service Cloud Consultant Certification Guide & Tips, Migrate Your Salesforce Classic Knowledge Base to Lightning Knowledge

**NEW QUESTION # 26**

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