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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 Administer and Maintain Service Cloud Sample Questions (Q58-Q63):

NEW QUESTION # 58

Cloud Kicks (CK) provides product support based on Service Contracts. A customer's Service Contract includes the same level of Entitlements for response time and business hours on both Case and Work Orders. CK would like an efficient method to manage the setup.

What is the recommended configuration to meet the requirements?

- A. Assign the Work Order to the same Case as the Entitlement Process.
- B. Create an Apex Trigger to assign the Entitlement Process to Work Order.
- C. Work Orders created from a Case automatically inherit the Entitlement Process
- D. Set up separate Entitlement Process for Case and Work Order

Answer: C

Explanation:

This is the recommended configuration to meet the requirements, because it simplifies the setup and ensures consistency between Case and Work Order entitlements. When a Work Order is created from a Case that has an Entitlement Process, the Work Order automatically inherits the same Entitlement Process as the Case. This means that CK does not need to create separate Entitlement Processes for Case and Work Order, or use triggers or workflows to assign them. Verified Reference: : Work Orders and Entitlement Processes

NEW QUESTION # 59

The service team members at Cloud Kicks (CK) are struggling to collaborate with each other on Cases. CK also uses Slack internally.

What should the consultant recommend?

- A. Enable and configure Swarming in Slack.
- B. Configure a case notification Slackbot.
- C. Create a case team workspace in Slack.

Answer: C

NEW QUESTION # 60

Cloud Kicks (CK) wants to provide its authenticated customers with a top-tier support experience. CK wants to allow asynchronous conversations, conversations across devices, and Estimated Wait Time transparency. CK currently uses an external website to deliver its chat support offering.

What should a consultant recommend to provide these newer capabilities?

- A. AppExchange package
- B. Einstein Bots
- C. Messaging for Web

Answer: C

NEW QUESTION # 61

Universal Containers has implemented a call-based response system. The call wait time has become too long and customer service is being affected. Management would like to find a way for their agents to handle more customer transactions per day.

Which two features should a Consultant recommend?

Choose 2 answers

- A. Facebook Messaging
- B. Chat
- C. Escalation Rules

- **D. Case Auto-Response**

Answer: B,D

NEW QUESTION # 62

Ursa Major Solar provides support with service-level agreements (SLAs) for high-priority cases. Lower-priority cases have different response times. The service center uses Omni-Channel to manage work items. However, many recently created, high-priority cases exceed the service deadline.

Which setting should a consultant configure to meet the requirements?

- A. Capacity Model
- **B. Secondary Routing Priority**
- C. Skills-Based Routing

Answer: B

Explanation:

To address the issue of high-priority cases exceeding service deadlines at Ursa Major Solar, configuring Secondary Routing Priority within Omni-Channel settings is recommended. This feature allows the organization to prioritize work items not just by their primary criteria (e.g., case age or initial priority) but also by secondary factors that can include SLA requirements. By setting high-priority cases with stricter SLAs as a secondary routing priority, Omni-Channel can ensure these cases are escalated in the queue, getting the attention they need promptly. This approach helps in effectively managing workloads and meeting SLA commitments for high-priority cases, improving overall service delivery.

NEW QUESTION # 63

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