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Salesforce ADX261 Exam is an excellent opportunity for professionals to showcase their expertise in Salesforce Service Cloud administration and maintenance. Administer and Maintain Service Cloud certification validates the candidate's skills and knowledge, making them more marketable and desirable to potential employers. Additionally, the certification provides access to a community of Salesforce professionals, where one can learn from and network with fellow certified professionals.

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What is more difficult is not only passing the Salesforce ADX261 Certification Exam, but the acute anxiety and the excessive burden also make the candidate nervous to qualify for the Administer and Maintain Service Cloud certification. If you are going through the same tough challenge, do not worry because Salesforce is here to assist you.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q163-Q168):

NEW QUESTION # 163

A recent work task analysis for a service center revealed that service agents perform the same steps when closing a case and sending a survey through email. These steps take around 1 minute per case. With millions of cases closed each year, it is important to improve the efficiency of this operation.

What is a recommended Service Cloud feature that improves the process?

- A. Global Quick Action
- B. Quick text
- C. Macros

Answer: C

Explanation:

Macros in Service Cloud are a powerful feature designed to improve operational efficiency by automating repetitive tasks. In the context of a service center where agents perform the same steps when closing a case and sending a survey through email, Macros can significantly reduce the time spent per case. By recording a series of actions, such as updating case fields, sending templated emails, and marking cases as closed, Macros allow agents to execute these steps with a single click. This automation not only streamlines the process, saving valuable time with each case but also ensures consistency in how cases are closed and surveys are sent, enhancing the overall customer service experience.

NEW QUESTION # 164

Cloud Kicks (CK) wants to correlate its Customer Satisfaction ratings to service center call metrics, CK has identified Average Speed of Answer as a leading indicator to predict Customer Satisfaction.

What should the consultant explain about Average Speed of Answer?

- A. It is skewed by calls that are quickly answered
- B. It captures the same information as First Call Resolution.
- C. It is the typical experience of a caller.
- D. It includes blocked and abandoned calls.

Answer: A

Explanation:

The consultant should explain that Average Speed of Answer (ASA) is skewed by calls that are quickly answered. ASA is a metric that measures the average time that callers wait in the queue before being connected to an agent. ASA can be affected by outliers, such as calls that are answered immediately or calls that are abandoned after a long wait. ASA can be misleading if it does not reflect the typical experience of a caller or the performance of an agent. Verified Reference: : https://help.salesforce.com/s/articleView?id=sf.reports_standard_report_types.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.reports_call_center_metrics.htm&type=5

NEW QUESTION # 165

Cloud Kicks wants to view cases resolved on the first call. Pecs have been trained to use Save & Close when creating a Case. An existing Closed Case report must be modified to show first call resolution.

What is the recommended report change to meet the requirements?

- A. Filter or Closed When Created equals true
- B. Filter where Closed Date equals Created Date
- C. Filter where Date/Time Opened equals Created Date
- D. Filter on Status equals Closed or Resolved

Answer: A

Explanation:

Filtering on Closed When Created equals true is a report change that can show first call resolution. Closed When Created is a field on the Case object that indicates whether the case was closed when it was created, meaning it was resolved on the first call. Filtering on this field will show only the cases that were closed on the first call. Verified Reference: : https://help.salesforce.com/s/articleView?id=sf.case_fields.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.reports_filtering.htm&type=5

NEW QUESTION # 166

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

Answer: B,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 # 167

A recent analysis of agent performance on chat-related cases revealed a large gap between top performing agents and poor performers. Top agents identified coaching from managers as a key success factor. The company would like to ensure managers provide coaching on chat-related cases.

What is the recommended method for managers to coach agents?

- A. Use skills-based routing in Salesforce Messaging.
- B. Use Omni-Channel Supervisor to monitor agents' chat sessions.
- C. Use an Einstein Bots Chat to handle common issues.
- D. Use Einstein Chat Insight to identify areas to improve.

Answer: D

Explanation:

Using Einstein Chat Insight is a method for managers to coach agents on chat-related cases. Einstein Chat Insight is a feature that uses artificial intelligence to analyze chat transcripts and provide insights into agent performance, customer satisfaction, and conversation topics. Einstein Chat Insight can help managers identify areas to improve and provide feedback and guidance to agents. Verified Reference: : https://help.salesforce.com/s/articleView?id=sf.snapins_chat_insights_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.snapins_chat_insights_setup.htm&type=5

NEW QUESTION # 168

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