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## >> Exam ADX261 Overviews <<

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## Salesforce Administer and Maintain Service Cloud Sample Questions (Q62-Q67):

### NEW QUESTION # 62

A recent analysis of cases at Cloud Kicks (CK) revealed a high percentage of simple cases such as password resets and order inquiries. In order to reduce the number of cases created, CK wants to provide customer self-service in the following channels: web, SMS, Facebook Messenger, and WhatsApp.

What is the recommended case deflection solution?

- A. Einstein Bo
- B. Digital Engagement Messaging
- C. Social Customer Service
- D. Chat for Web and In-App

**Answer: C**

### NEW QUESTION # 63

Universal Containers (UC) has deployed a call center using open CTI. Call center agents are organized into four groups reflecting UC's four different product lines. Each group's manager would like a report on their agents' daily call volume, including related case and contact information.

How should the consultant recommend the report be created?

- A. Build a Summary report on Products and Activities.
- B. Set up a reporting snapshot of the case, contact and activity objects.
- C. Create a Custom Report type with activities as the primary object.
- D. Customize the My Teams Calls this week standard report.

**Answer: D**

### NEW QUESTION # 64

Universal Containers wants to unify channels and manage agent workload with Omni-Channel routing. What required step Should a consultant address before configuring Omni Channel?

- A. From Setup, select Omni-Channel Settings and Select Enable Omni-Channel.
- B. Create a Salesforce Case to have Omni-Channel enabled.
- C. Create the necessary objects in Salesforce.
- D. Customize service channel settings to define how the organization receives work from various

**Answer: A**

### NEW QUESTION # 65

Universal Containers (UC) recently expanded sales to Mexico and Canada.

a. UC wants OmniChannel to route cases to agents who speak the customer's preferred language and have the right knowledge to solve the issue.

Which solution should a consultant recommend to meet the requirements?

- A. Configure Omni-Channel Queue-Based Routing.
- B. Configure Omni-Channel Skills-based Routing.
- C. Configure Case Assignment rule and Omni-Channel Supervisor.

**Answer: B**

### NEW QUESTION # 66

What are three necessary steps to test that the Omm-Channel implementation is routing correctly?

Choose 3 answers

- A. Change the owner to a queue associated with the routing configuration.
- B. Open the record you want to route.
- C. Enable Debug Omni Channel routing configuration in SttUp.
- D. Open the Omni-Channel Supervisor tab.
- E. Log in as a user who is enabled for Omni-Channel access.

**Answer: C,D,E**

### NEW QUESTION # 67

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