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Salesforce ADX261 Exam is a comprehensive certification program that tests the candidate's knowledge and skills in administering and maintaining Salesforce Service Cloud. ADX261 exam is designed for professionals who have experience in managing Service Cloud and want to gain formal recognition for their expertise. Administer and Maintain Service Cloud certification provides access to a community of Salesforce professionals and validates the candidate's skills and knowledge, making them more marketable and desirable to potential employers.

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## **Salesforce Administer and Maintain Service Cloud Sample Questions (Q100-Q105):**

### **NEW QUESTION # 100**

Cloud Kicks has millions of customers. Only a small percentage of the customers have existing Contact records in Salesforce. The customer's email address is used to populate details from another system and enrich the Contact record. A service center uses multiple channels to support customers, including phone, Email-to-Case, and Web-to-Case. Support agents frequently fail to capture the necessary information, leading to an inconsistent customer experience. What is the recommended method to consistently capture new caller details?

- A. Use an auto-launched flow to capture details.
- B. Use a new customer Path on Contact to capture details.
- C. Use Open CTI with Pop to flow to capture details.
- D. Use a global quick action to capture details.

### **Answer: A**

Explanation:

Using an auto-launched flow to capture details is the recommended method to consistently capture new caller details. An auto-launched flow is a type of flow that runs in the background without user interaction. An auto-launched flow can be triggered by various actions, such as creating a record, updating a field, clicking a button, or invoking a process. An auto-launched flow can perform various tasks, such as collecting inputs, updating records, creating records, or calling external services. Using an auto-launched flow to capture details can help ensure that support agents enter the necessary information for new callers, such as their name, email address, phone number, or reason for call. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Create an Auto-Launched Flow

### **NEW QUESTION # 101**

Universal Containers wants to direct cases based on the same criteria it applies to Messaging for In-App and Web (MIAW). Which feature should a consultant recommend?

- A. Milestones & Entitlements processes
- B. Case Assignment rules
- C. Omni-Channel Routing

### **Answer: C**

### **NEW QUESTION # 102**

The VP of Service at Universal Containers wants to make it easier and faster for support reps to send knowledge articles to the customer.

What should a consultant configure to satisfy this request?

- A. Create a macro to send an email with the article to the customer.
- B. Create a workflow email alert to send the article to the customer.
- C. Create a Lightning email template to send the article to the customer.
- D. Create an auto-response rule to send the article to the customer.

### **Answer: C**

Explanation:

A Lightning email template is a type of email template that can be used to create and send emails from Salesforce. A Lightning email template can include merge fields, images, links, and other formatting options. A Lightning email template can also include a knowledge article as an attachment or a link. A consultant can configure a Lightning email template to send the article to the customer by selecting the Knowledge Article option in the template editor and choosing the article to include. The agent can then use the template to send an email with the article to the customer from the case record page or the Service Console. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Create Lightning Email Templates

### NEW QUESTION # 103

A recent review of customer satisfaction surveys revealed the support center does a poor job of upsetting new products to customers. Customers report dissatisfaction when calling for troubleshooting, billing, enrollment, or similar issues and receiving a sales pitch. However, customers that have been upsold new products are two times more likely to remain a customer. What is the recommended method to ensure upselling only occurs when customers are likely to be receptive to the offer?

- A. Einstein Next Best Action
- B. Validation Rules
- C. Service Analytics Predictions
- D. Einstein Reply Recommendations

**Answer: D**

### NEW QUESTION # 104

Universal Containers wants Salesforce to suggest Knowledge articles to agents based on information about the case. Which solution should a consultant recommend?

- A. Add the Knowledge object to global search objects.
- B. Add the Knowledge related list to the case page layout.
- C. Add the Knowledge component on the case Lightning record page.

**Answer: C**

Explanation:

To enable Salesforce to suggest Knowledge articles to agents based on case information, adding the Knowledge component to the case Lightning record page is recommended. This component dynamically suggests relevant articles to agents as they work on cases, improving efficiency and providing agents with quick access to helpful information for case resolution.

### NEW QUESTION # 105

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