

# ADX261 Study Questions - Administer and Maintain Service Cloud Guide Torrent & ADX261 Exam Torrent



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Salesforce ADX261 is an exam that focuses on the administration and maintenance of Service Cloud. Administer and Maintain Service Cloud certification is designed for individuals who have experience in administering Salesforce Service Cloud and are looking to take their skills to the next level. ADX261 Exam covers a wide range of topics, including case management, knowledge management, service analytics, and contact center management.

## **Salesforce Administer and Maintain Service Cloud Sample Questions (Q50-Q55):**

### **NEW QUESTION # 50**

Universal Containers (UC) wants to improve case management by assigning cases to agents based on their relevant product specialization. UC also wants to automatically assign agents to the next case to evenly distribute the case workload. Which Omni-Channel feature meets the requirements?

- A. Use the agents' Presence Status.
- **B. Use the most available routing model.**
- C. Use Most Cases Closed report.

**Answer: B**

### **NEW QUESTION # 51**

The VP of service at Universal Containers wants to make it easier and faster for support agents to send Knowledge articles to the customer.

What should a consultant configure to send the article to the customer?

- A. Set up the Case Deflection component to share Knowledge articles.
- B. Create an auto-response rule that links to Knowledge articles.
- **C. Create a Macro to send an email with Knowledge articles.**

**Answer: C**

Explanation:

To facilitate the quick and easy sending of Knowledge articles to customers by support agents, creating a Macro that automates the process of attaching articles to an email is recommended. This streamlines the sharing of helpful information, enhancing the support experience for customers while increasing efficiency for agents.

### **NEW QUESTION # 52**

The cost of providing contact center support has steadily increased. Universal Containers wants to take cost-saving measures. What should the consultant recommend?

- A. Create auto-response templates for Case emails.
- **B. Configure a self-service Knowledge Base.**
- C. Configure Skills-Based Routing for service channels.

**Answer: B**

Explanation:

To reduce the cost of providing contact center support, configuring a self-service Knowledge Base is advisable. This enables customers to find answers to their queries without needing to contact support agents directly, potentially reducing the volume of support inquiries and associated costs, while also improving customer satisfaction through quick self-resolution.

### **NEW QUESTION # 53**

As part of a new Salesforce Knowledge implementation, Universal Containers would like to migrate articles from their current database.

Which factor should a Consultant consider as part of the migration strategy?

- A. Verify that each article type has field level security on all fields set to read-only prior to import, in order to prevent any loss of data.
- B. Convert any articles containing HTML into plain text before importing because HTML is NOT supported in any article field types.
- C. Ensure that each existing article type has a corresponding Salesforce Knowledge article type that matches its structure and content.
- D. Prepare a single .csv file that can be used to migrate all articles types at once and include with a properties file in a .zip for import.

**Answer: C**

Explanation:

Ensuring that each existing article type has a corresponding Salesforce Knowledge article type that matches its structure and content is a factor that a consultant should consider as part of the migration strategy for Knowledge articles. An article type is a template that defines the layout, fields, and data categories for an article. An article type can be customized to suit different types of content or audiences. When migrating articles from an external database to Salesforce Knowledge, it is important to ensure that there is a matching article type for each existing article type in Salesforce Knowledge, so that the articles can be imported without losing any information or formatting. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Article Types Overview

**NEW QUESTION # 54**

Universal Containers has three internal divisions that use Salesforce Knowledge. Compliance requirements mandate that each division should only have access to its own articles when performing a search.

Which solution should a consultant recommend to meet this requirement?

- A. Create a sharing rule for each division to provide access using the role hierarchy.
- B. Create a single data category group for each division and provide access using the role hierarchy.
- C. Create a sharing rule for each division to provide access based on the article category.

**Answer: B**

**NEW QUESTION # 55**

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