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Updated ADX261 Exam Questions [Q79-Q102]
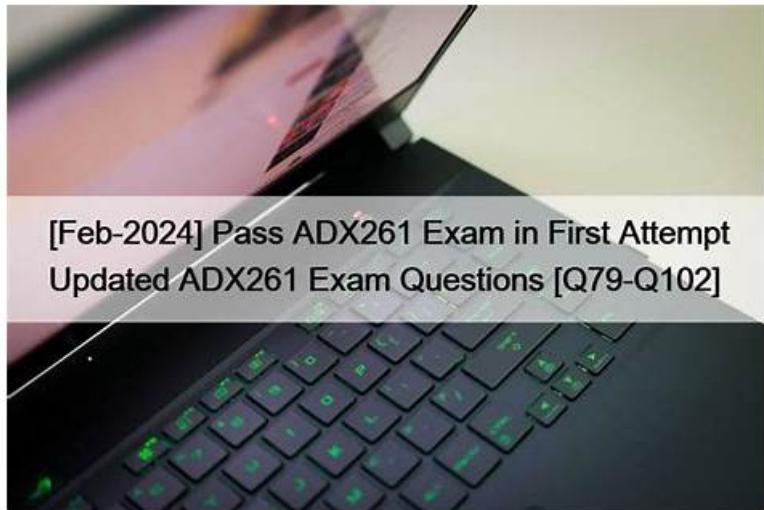
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Salesforce Administer and Maintain Service Cloud Sample Questions (Q134-Q139):

NEW QUESTION # 134
Cloud Kicks is migrating from an external knowledge base to Salesforce Knowledge. Currently, users can select from 8 top-level topics. Each topic has 250 subtopics, arranged into a hierarc that is 10 levels deep.
What should a consultant recommend?

- A. Organize up to 200 categories in each category group.
- B. Consolidate into 3 or fewer category groups.
- C. Assign up to 10 data categories per category group to each article.
- D. Reorganize Into a hierarchy with 6 or fewer levels.

Answer: C

NEW QUESTION # 135
The support team at Cloud Kicks would like to implement a messaging tool to address common customer feedback and concerns.
The support team also wants to extend their support capabilities.
What should the consultant recommend to meet the requirement?

- A. Einstein Bots
- B. Service GPT
- C. Slack Connect

Answer: A

NEW QUESTION # 136
Universal Containers has implemented Service Cloud. The company needs key performance indicators (KPIs) to ensure that its customer support center is profitable.
Which metric should a consultant use to help executive management understand support center costs?

- A. All Cases by Customer
- B. Case Resolution Time
- C. All Open Cases by Priority

Answer: B

Explanation:
Case Resolution Time is a critical KPI for understanding support center costs. It measures the average time taken to resolve customer cases, directly impacting labor costs and resource allocation. By monitoring and optimizing Case Resolution Time, executive management can identify efficiency improvements, manage staffing requirements more effectively, and ultimately reduce the cost of operating the customer support center.

NEW QUESTION # 137
Universal Containers wants to Jet its customers interact real time with support agents from their computers and mobile devices
What feature should a consultant recommend to meet this requirement?

- A. Web-to-CaM
- B. Embedded Chat Service
- C. Experience Cloud site
- D. Case Assignment Rules

Answer: B

NEW QUESTION # 138
Service Representatives are complaining that their Lightning Service Console is too crowded making it difficult to find the tabs and features they need. After reviewing the Service Representatives console use, all configured features are required. Which solution should a Consultant suggest to improve the efficiency of console users?

- A. Configure Macros
- B. Define criteria-based record page components
- C. Enable Keyboard shortcuts
- D. Create multiple Console layouts

Answer: C

NEW QUESTION # 139
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