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## Free PDF Quiz ADX261 - High-quality Latest Administer and Maintain Service Cloud Dumps Ebook

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The Salesforce ADX261 Exam covers Service Cloud basic knowledge, management of service entitlements, case escalation and resolution, Lightning Knowledge, Communities, Live Agent, Omni-Channel Routing, service console customization, Salesforce Knowledge, Case Origination, and Problem Management. Candidates should have a solid understanding of these core topics to pass the certification exam.

## Salesforce Administer and Maintain Service Cloud Sample Questions (Q121-Q126):

### NEW QUESTION # 121

Universal Containers provides customers with different service levels based on their services agreement. The VP of customer service wants to use Service Cloud to track when cases have yet to reach certain stages and ensure that senior management is alerted accordingly.

Which feature should a consultant recommend to address this requirement?

- A. Entitlements and Milestones
- B. Reports and Dashboards
- C. Service Contracts

**Answer: A**

Explanation:

To track case progress against service levels and alert senior management for cases not reaching certain stages, Entitlements and Milestones within Service Cloud are recommended. This feature enables organizations to define specific service levels and the associated timelines for case resolution. Milestones can be used to monitor critical stages in case resolution, and actions can be configured to alert management if cases are at risk of breaching service levels.

#### NEW QUESTION # 122

As part of a service improvement project, Cloud Kicks (CK) has implemented Knowledge management for its support agents. Several months after the implementation, CK management notices an inconsistency in reported customer satisfaction, CPIS show a decrease; however, many customers have provided testimonials about great support experiences.

Which KPI should help explain the disparity?

- **A. Track the average calls per day, average cases per agent, and average cases per case type.**
- B. Benchmark the average cases per agent versus the team average across each case channel
- C. Measure difference in CSAT of cases with and without articles attached.
- D. Track net promoter scores as part of an automated survey after case closure for every case.

**Answer: A**

#### NEW QUESTION # 123

Universal Containers wants to display a history of all of today's changes to a case in the order that occurred on a single page view. This requirement includes comments, emails, and edit to case fields. What tool should a consultant recommend to implement this requirement?

- **A. Salesforce Console for Service**
- B. Auto launch flow
- C. Visualforce custom page Questions & Answers PDF Page 6
- D. Process Builder

**Answer: A**

Explanation:

Salesforce Console for Service is a tool that can implement the requirement of displaying a history of all of today's changes to a case in the order that occurred on a single page view. Salesforce Console for Service is a workspace that allows agents to manage multiple cases and interactions on a single screen. It includes a feed-based layout that shows a history of all the changes to a case, such as comments, emails, and edits to case fields, in chronological order. Verified Reference: :

[https://help.salesforce.com/s/articleView?id=sf.console2\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.console2_overview.htm&type=5) : [https://help.salesforce.com/s/articleView?id=sf.console2\\_feed\\_based\\_layouts.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.console2_feed_based_layouts.htm&type=5)

#### NEW QUESTION # 124

Universal Containers (UC) wants to report on how many customers with Service Contracts have specific entitlements to determine if UC's support offerings should be adjusted.

Which feature should the consultant recommend?

- A. Build a dashboard.
- B. Build a joined report.
- **C. Build a custom report type.**

**Answer: C**

#### NEW QUESTION # 125

Support Managers have requested the ability to provide real-time feedback to Agents during customer chat sessions. What feature should a consultant configure to meet this requirement?

- Answer: C**

### NEW QUESTION # 126

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