

# Administer and Maintain Service Cloud practice test & valid free ADX261 test questions



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## Salesforce Administer and Maintain Service Cloud Sample Questions (Q82-Q87):

### NEW QUESTION # 82

A Contact Center Manager is implementing a new customer care program and wants to specifically measure customer loyalty. Which three measures satisfy this requirement? Choose 3 answers

- A. customer satisfaction Survey
- B. Customer Purchase History
- C. Net promoter Score
- D. Customer Support Requests
- E. Service Level Agreement

**Answer: A,B,C**

### NEW QUESTION # 83

Which Search mechanism should be used to find Case Comments from within the Lightning Service Console?

- A. Comment Search Component
- B. Comments List View
- **C. Global Search**
- D. Search Utility Component

**Answer: C**

Explanation:

Global Search is the search mechanism that should be used to find case comments from within the Lightning Service Console. Global Search is a feature that allows you to search for records or information across multiple objects and fields in Salesforce. Global Search can be used to find case comments by entering keywords or phrases in the search box at the top of the Service Console. Global Search can also be used to filter the search results by object, owner, date, or other criteria. Verified Reference: [Service Cloud Consultant Certification Guide & Tips], Search for Information in Salesforce

#### NEW QUESTION # 84

Universal Containers (UC) is updating the Service Cloud console app for its call center agents. Management is concerned that deploying the new app will disrupt current operations and impact customer satisfaction.

What should the consultant recommend to mitigate these concerns?

- A. Deploy the configuration from a sandbox to production during the next Salesforce version update so the system only goes down once.
- B. Configure the new app in a sandbox. Use a change-set to push the configuration to production for testing and training.
- **C. Configure the new app in developer org and use an unmanaged package to deploy to production.**
- D. Deploy the configured and tested app to production, update the agent's profile to view the app and take away access to the old app.

**Answer: C**

#### NEW QUESTION # 85

Universal Containers wants to implement a customer service community.

The goal of the community is to enable community members to access, create, and manage cases online.

How should the consultant implement these requirements?

- **A. Set up a sharing set to grant access based on the community member's contact record.**
- B. Create a sharing rule to share the contact record with the community member.
- C. Update the case assignment rule to add the community member to the predefined case team.
- D. Change the org-wide default for cases and contacts internal access to private.

**Answer: A**

Explanation:

Setting up a sharing set to grant access based on the community member's contact record is a solution that can implement the requirement of enabling community members to access, create, and manage cases online. A sharing set is a feature that allows administrators to grant access to records for community users based on their user profile and a common field on the user and parent records, such as the contact or account fields. A sharing set can help ensure that community members can only see and edit their own cases or cases related to their contact or account. Verified Reference: [https://help.salesforce.com/s/articleView?id=sf.networks\\_sharing\\_set.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.networks_sharing_set.htm&type=5) : [https://help.salesforce.com/s/articleView?id=sf.networks\\_sharing\\_set\\_create.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.networks_sharing_set_create.htm&type=5)

#### NEW QUESTION # 86

Universal Containers wants to reduce the amount of time support agents spend creating cases. Case creation must scale up to 5,000 new cases per day and allow file attachments under 10 MB by the customer.

Which feature should the consultant suggest?

- **A. Web-to-Case**
- B. Email-to-Case

- C. On-Demand Email-to-Case

#### Answer: A

Explanation:

For handling up to 5,000 new cases per day with the capability for customers to attach files under 10 MB, Web-to-Case is the recommended feature. This allows customers to submit cases directly through a web form, including file attachments, efficiently scaling case creation capabilities while reducing the workload on support agents.

#### NEW QUESTION # 87

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