

Highly Rated Salesforce Administer and Maintain Service Cloud ADX261 PDF Dumps



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Salesforce ADX261 (Administer and Maintain Service Cloud) Certification Exam is a valuable certification for professionals who aim to validate their expertise in managing and maintaining Service Cloud instances. Administer and Maintain Service Cloud certification demonstrates the candidate's ability to configure and customize Service Cloud to meet the business requirements and provide excellent customer service. A Salesforce ADX261 Certified professional can help their organization to increase productivity, reduce costs, and improve customer satisfaction.

>> ADX261 New Questions <<

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Salesforce Administer and Maintain Service Cloud Sample Questions (Q72-

Q77):

NEW QUESTION # 72

Cloud Kicks uses Dialer and one-click calling to initiate phone calls to customers. They have recently received complaints from customers who have set their communication preference to email only or text only. What should a consultant recommend to meet the requirements?

- A. Configure Dialer to use Voicemail Crop by default.
- B. Configuration a Validation Rule to block on-click calling.
- **C. Use Dynamic Forms to conditionally hide the one-click field.**
- D. Set the Contact Do not Call field value to true.

Answer: C

NEW QUESTION # 73

A service manager at Cloud Kicks has received complaints from customers who speak languages other than English that their cases are taking a long time to be resolved. After investigation, the consultant has determined that these work items fail to be assigned to the correct agents.

What should the consultant recommend that the service manager do first?

- **A. Review Skills Backlog.**
- B. Review Queues Backlog.
- C. Review Assigned Work.

Answer: A

Explanation:

Reviewing the Skills Backlog allows the service manager to identify any mismatches or delays in assigning cases to agents with the appropriate language skills. Addressing issues in the skills assignment process can help reduce resolution times for non-English speaking customers by ensuring cases are directed to the right agents.

NEW QUESTION # 74

The support manager at Universal Containers has noticed an increase in average case age, which is negatively impacting customer satisfaction. To research the situation, the support manager wants to know the amount of time that cases have spent within each status during their lifecycle.

Which reporting solution should a consultant recommend?

- A. Create a report using the Case historical trending report type
- **B. Create a report using the Case Lifecycle report type**
- C. Create a report using the Case snapshot report type
- D. Create a report using the Case age report type

Answer: B

NEW QUESTION # 75

The Universal Containers contact center offers support through phone, email, public website, and a Community. The contact center manager wants to demonstrate the success of recent self-service initiatives to executive management.

Which two reports should the contact center manager present to executive management?

Choose 2 answers

- **A. Number of cases created - - Site by month**
- B. Average call handle time by team
- **C. Number of cases closed by a self-service user**
- D. Number of IVR inquiries without agent involvement.

Answer: A,C

Explanation:

Number of cases created by site by month and Number of cases closed by a self-service user are reports that the contact center manager should present to executive management to demonstrate the success of recent self-service initiatives. These reports can help measure the impact and effectiveness of self-service channels, such as public website and community, on reducing the case volume and increasing the customer satisfaction. For example:

Number of cases created by site by month is a report that shows the distribution and trend of case creation across different sources, such as phone, email, web, or community, over time. This report can help evaluate the adoption and usage of self-service channels by customers, as well as compare the case volume and workload between different channels.

Number of cases closed by a self-service user is a report that shows the number and percentage of cases that were resolved by customers themselves without agent involvement. This report can help assess the quality and effectiveness of self-service resources, such as knowledge articles, FAQs, forums, or chatbots, as well as measure the cost savings and customer satisfaction from self-service resolution.

Verified Reference: [Service Cloud Consultant Certification Guide & Tips], Create Reports and Dashboards for Self-Service

NEW QUESTION # 76

Universal Containers is preparing to implement Service Cloud for its global Support team. Requirements gathering sessions have resulted in a large set of required deliverables.

What should a consultant recommend as the next step?

- A. Prioritize the requirements based on who submitted them.
- **B. Identify the requirements needed for initial GoLive.**
- C. Organize the requirements from largest to smallest.
- D. Provide a timeline that addresses all the requirements.

Answer: B

NEW QUESTION # 77

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