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The ADX261 Exam requires a thorough understanding of Salesforce Service Cloud, including its features, capabilities, and best practices. As a professional certifying in ADX261, you will be expected to have experience configuring and maintaining Service Cloud, including its various components such as custom objects, fields, and workflows.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q160-Q165):

NEW QUESTION # 160

A recent analysis of cases at Cloud Kicks (CK) revealed a high percentage of simple cases, such as password resets and order inquiries. CK wants to provide customer self-service via web, SMS, Facebook Messenger, and WhatsApp. What should the consultant recommend to handle the new cases?

- **A. Implement Einstein Bots.**
- B. Implement Skills-Based Routing.
- C. Implement Case Swarming.

Answer: A

NEW QUESTION # 161

What should a consultant recommend to ensure chat requests contain sufficient information for service agents to respond effectively?

- A. Customize Intents using Einstein Chatbots.
- **B. Customize the pre-chat form.**
- C. Customize the Lightning Console chat page.

Answer: B

Explanation:

Customizing the pre-chat form allows for the collection of sufficient information from customers before a chat session begins. This ensures that service agents have the context and details needed to respond effectively, improving the efficiency and quality of chat interactions.

NEW QUESTION # 162

Universal Containers wants to add functionality to its Service Cloud implementation so customers are able to add digital files to case records.

Which functionality should a consultant recommend to meet these requirements?

- A. Email-to-Case
- **B. Web-to-Case**
- C. Slack Connect

Answer: B

Explanation:

To add functionality allowing customers to attach digital files to case records, Web-to-Case is recommended. This feature enables customers to submit cases through a web form, including the capability to attach files, facilitating the collection of additional information that can assist in case resolution.

NEW QUESTION # 163

Which feature can a consultant deploy to route cases from social channels within a limited timeframe?

- A. Use a third-party app from AppExchange.

- B. Use custom case assignment rules.
- C. Implement an Apex solution.

Answer: B

Explanation:

To route cases from social channels efficiently within a limited timeframe, configuring custom case assignment rules is recommended. These rules can automate the distribution of cases based on specific criteria, ensuring that cases are promptly assigned to the appropriate agents or queues for timely resolution.

NEW QUESTION # 164

Universal Containers is planning to provide different levels of support to customers in order to ensure its Agents are working within the confines of the Service Level Agreement. Which feature should the Consultant consider?

- A. Omni-Channel
- B. Case Escalation
- C. Entitlements
- D. Case Milestones

Answer: C

NEW QUESTION # 165

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