

Quiz Marvelous Salesforce - ADX261 - Administer and Maintain Service Cloud Free Download



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Salesforce Administer and Maintain Service Cloud Sample Questions (Q117-Q122):

NEW QUESTION # 117

Universal Containers (UC) wants to improve customer satisfaction by diversifying its interaction channels. UC's goal is to enhance real-time communication and support.

Which interaction channel should the consultant suggest to UC?

- **A. Messaging In-app and Web (MIAW)**
- B. Experience Cloud sites
- C. Einstein Bots

Answer: A

NEW QUESTION # 118

Ursa Major Solar (UMS) provides customers with remote monitoring of solar panels. When there are issues with the service, such as a power outage, UMS needs to provide service agents, operations teams, and customers with full visibility into the issue.

What is the recommended feature to meet the requirements?

- A. Workforce Engagement
- B. Video Support
- C. Self Service Knowledge
- **D. Incident Management**

Answer: D

Explanation:

Incident Management is the recommended feature to meet the requirements, because it allows UMS to create incidents that represent service disruptions or outages, and link them to related cases and work orders. Incident Management also enables UMS to communicate with customers and internal teams about the incident status, impact, and resolution through email templates, chatter posts, and web pages. Verified Reference: : Incident Management Overview

NEW QUESTION # 119

Universal Containers wants to notify Support Managers when a new case has been untouched for more than two business days.

Which approach should a consultant implement?

- A. Establish case assignment rules.
- B. Use Flow Builder to create a flow with a scheduled path.
- **C. Configure case escalation rules.**
- D. Define case auto-response rules.

Answer: C

NEW QUESTION # 120

Which feature should a consultant recommend to allow a tier 2 service representative to take over case processing from tier 1 and know how far tier 1 had progressed in troubleshooting?

- A. Path for Cases
- B. Service Console Macros
- C. Lightning Row Component
- **D. Lightning Guided Engagement**

Answer: D

NEW QUESTION # 121

Cloud Kicks uses a console app to support users. Service agents open an Account workspace tab and multiple subtabs for the Case, Contact, and Service Contract. Service agents would like to share links to recently opened subtabs with other users to collaborate on cases.

What should a consultant recommend to meet the requirements?

- A. Include the History utility in the console app.
- B. Add the Account object to Recent Items utility.
- C. Mention the case number in a Chatter group.

Answer: C

Explanation:

To facilitate collaboration on cases among service agents, using Chatter provides a platform for discussion and information sharing within Salesforce. By mentioning the case number in a Chatter group, agents can quickly share and access case details, enabling efficient collaboration. This method leverages Salesforce's social collaboration features, allowing for real-time communication and problem-solving among team members.

NEW QUESTION # 122

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Waldie warns of the dangers of virtualization, however, in the increased ADX261 complexity and management overhead of maintaining a virtualized computing platform, they witnessed assassinations of two Kennedys and a King.

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