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Salesforce ADX261 (Administer and Maintain Service Cloud) Certification Exam is ideal for professionals who work as Service Cloud Administrators, Consultants, or Developers. Administer and Maintain Service Cloud certification program is an excellent way for professionals to showcase their skills and knowledge in managing service cloud operations effectively. Administer and Maintain Service Cloud certification also helps professionals to stay updated with the latest trends and technologies in the service cloud domain.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q119-Q124):

NEW QUESTION # 119

Cloud Kicks (CK) plans to deploy Service Cloud. Customers have different levels of support available. CK is unsure whether Entitlements only or Entitlements plus Service Contracts is the correct solution.

Which question should be asked to determine the preferred solution?

- A. Will customers access self service resources through Experience Cloud?
- **B. Do Service Agents need to determine whether a customer is eligible for support?**
- C. Do multiple versions of the entitlements need to be created and maintained?
- D. Is support provided on a periodic basis and renewed annually?

Answer: B

NEW QUESTION # 120

What should a consultant recommend to ensure chat requests contain enough information for customer service representatives to effectively respond?

- A. Configure Lightning Guided Engagement
- B. Customize the lightning console chat page
- C. Configure a chat validation rule
- **D. Customize the pre chat form**

Answer: D

Explanation:

Customizing the pre chat form is the recommended solution to ensure chat requests contain enough information for customer service representatives to effectively respond. A pre chat form is a form that customers fill out before starting a chat session with an agent. The form can collect information such as the customer's name, email address, phone number, reason for chat, or any other custom fields. The information from the pre chat form can be used to create or update records in Salesforce, such as contacts, cases, or leads. The information can also be displayed to the agent in the Service Console, so they can have more context about the customer and their issue. Verified Reference: [Service Cloud Consultant Certification Guide & Tips], Set Up Pre-Chat Forms

NEW QUESTION # 121

Which feature should a consultant recommend to prompt 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. Escalation Rules
- C. Einstein Next Best Action

Answer: A

Explanation:

To assist a Tier 2 service representative in taking over case processing from Tier 1 and understanding the troubleshooting progress, "Path for Cases" is recommended. Path visually guides agents through the different stages of a case, providing them with the necessary context and guidance at each step. This feature helps in streamlining the handover process and ensures that Tier 2 representatives are immediately aware of the actions taken by Tier 1, enhancing efficiency and case resolution times.

NEW QUESTION # 122

Metrics show that Universal Containers has a high call abandonment rate. Which two strategies should a consultant recommend? Choose 2 answers.

- A. Set up Email-to-Case.
- **B. Simplify the interactive voice response (IVR) tree.**
- **C. Add additional agents to lower average hold time.**
- D. Use Assignment rules and case queues.

Answer: B,C

NEW QUESTION # 123

Universal containers would like for articles to be suggested to agents based on information they are typing into the case. What solution should a consultant recommend?

- A. Create a visualforce page called knowledge sidebar on the case page layout.
- B. Create a salesforce console for service and enable the knowledge sidebar on the case page layout.
- C. Enable the knowledge sidebar setting in the case support settings.
- D. Enable the knowledge sidebar related list on the case page layout.

Answer: C

NEW QUESTION # 124

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