Salesforce

ADX-261

Administer and Maintain Service Cloud

QUESTION & ANSWERS

Question: 1

Universal Containers has a policy that requires all email traffic to remain within its firewall. Currently, the company has 200 support agents handling email from five different time zones on its legacy system.
When implementing Salesforce, what solution should a consultant recommend for this scenario?

A. Email-to-Case

B. Salesforce for Outlook

C. Web-to-Case

D. On-Demand Email-to-Case

Answer: A

Question: 2

After migrating from Knowledge to Lightning Knowledge, Authors are unable to create FAQ article type, but can successfully create Install Notes article type. Support Managers have confirmed that articles of type FAQ exist in Production.
How should a consultant correct this problem?

A. Grant Authors access to the FAQ record type.

B. Add Authors to the FAQ Data Category.

C. Grant Authors access to the FAQ article type.

D. Set Article Org Wide Default to Public ReadWrite.

Answer: A

Question: 3

Universal Containers wants to monitor customers' social media reactions and opinions. Agents also want to see recent cases that the customer as logged.
What feature should a consultant recommend to meet this requirement?

A. Omni-Channel

B. Social Conversation Component

C. AppExchange solution

D. Custom Lightning Component

Answer: B

Question: 4

Universal Containers (UC) added a channel to the Service Cloud deployment. UC wants the functionality to include the ability to log the case thread and store attachments to the case record.
Which channel should a consultant recommend to meet these requirements?

A. Email-to-case

B. Social Customer Service

C. Chat

D. Web-to-case

Answer: A

Question: 5

Universal Containers has implemented KCS. Specific article types and categories require approval, both the Publish Articles action button and the Submit for Approval button are available on page layouts. Agents are forgetting to submit certain articles types for approval.
What should a consultant recommend to automate the approval process?

A. Workflow

B. Assignment rule

C. A Process Builder

D. Validation rule

Answer: C

Question: 6

Universal Containers (UC) has deployed a call center using open CTI. Call center agents are organized into four groups reflecting UC's four different product lines. Each group's manager would like a report on their agents' daily call volume, including related case and contact information.
How should the consultant recommend the report be created?

A. Build a Summary report on Products and Activities.

B. Set up a reporting snapshot of the case, contact and activity objects.

C. Create a Custom Report type with activities as the primary object.

D. Customize the My Teams Calls this week standard report.

Answer: D

Question: 7

Agents at Universal Containers are required to update the case status to Waiting for Customer after they send an email to the case contact. Support Managers are noticing that many Agents are forgetting to perform this step.
What should a consultant recommend to address this problem?

A. Configure Process Builder

B. Activate a Validation Rule

C. Define Case Escalation Rules

D. Create a Case Macro

Answer: A

Question: 8

Universal Containers wants to help customers resolve issues by browsing Knowledge articles and submit a case if they need more information.
What should the consultant recommend to meet the requirements?

A. Allow Comments on Knowledge articles.

B. Implement Case Assignment Rules.

C. Enable Chat in an Experience Cloud site.

D. Create a self-service Help Center.