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Question 1

Question Type: MultipleChoice

Cloud Kicks wants to optimize its development methodology. Team members want to visualize the workflow to ensure everyone is aligned. In addition, the team limits the amount of work in a given state on capacity and bandwidth.

Which methodology should a consultant recommend?

Options:

- A) Extreme Programming
- B) Lean Development
- C) Scrum
- D) Kanban

Answer:

D

Explanation:

Kanban is the recommended methodology to meet the requirements, because it allows CK to optimize its development process by visualizing the workflow, limiting the work in progress, and improving efficiency and quality. Kanban is a method that uses a board with columns and cards to represent the stages and tasks of a project, and helps teams monitor and manage their work flow. Kanban also encourages teams to limit the amount of work in each stage based on their capacity and bandwidth, and to focus on delivering value to customers. Verified Reference: : Kanban Methodology

Question 2

Question Type: MultipleChoice

Cloud Kicks uses Social Customer Service to create and respond to customer cases After closing a case, service agents are seeing duplicate cases the customer makes a new social post.

What should a consultant recommend?

Options:

- A) Change the Run Apex As User to a service agent profile.
- B) In Inbound Setting, set Enable Case Reopen to 3 days.

- C) Establish Duplicate Rules to find similar cases.
- D) Configure a Macro to close the duplicate case

Answer:

B

Explanation:

This is the recommended solution to prevent duplicate cases when a customer makes a new social post after closing a case. In Inbound Settings, there is an option to enable case reopen, which allows a closed case to be reopened when a customer replies on the same social network within a specified number of days. Setting this option to 3 days means that if a customer posts a new comment on Facebook or Twitter within 3 days of closing a case, the original case will be reopened instead of creating a new one. Verified Reference: : Enable Case Reopen

Question 3

Question Type: MultipleChoice

The support team at Cloud Kicks would like would like to implement Messaging to gather customer feedback and issues.

What are two places the messages can be routed to?

Choose 2 answers

Options:

- A) Chatter Group
- B) Web Chat
- C) Einstein Bots
- D) Call Center Agent

Answer:

C, D

Explanation:

Einstein Bots and Call Center Agents are two places where the messages can be routed to. Einstein Bots are automated chat agents that can handle common customer requests, such as checking order status, resetting passwords, or updating information. Call Center Agents are human agents who can take over the conversation from Einstein Bots when more complex or personalized assistance is needed. Verified Reference: : Einstein Bots Overview : : Call Center Agents Overview

Question 4

Question Type: MultipleChoice

Cloud kicks needs a way for external customers to easily create cases. Customers will need to attach files that can often be 40 MB in size.

Options:

- A) Experience Cloud Create Case Form
- B) Web-to-Case
- C) Contact Request Flow
- D) On-Demand Email-to-Case

Answer:

A

Explanation:

Experience Cloud Create Case Form is the recommended feature to meet the requirement, because it allows external customers to easily create cases and attach files up to 2 GB in size. Experience Cloud Create Case Form is a standard component that can be added to any Experience Cloud site or page, and can be customized to include fields, labels, and buttons. Verified Reference: : Create Case

Question 5

Question Type: MultipleChoice

Cloud Kicks supports customers through chat. Service agents have reported multiple instances where customers have used abusive language, Cloud Kicks wants to way to prevent abusive customers from starting future chat sessions.

What is the recommended feature to meet the requirement?

Options:

- A) Create a blocking rule.
- B) Enable Assistance Flag Configuration setting.
- C) Create sensitive data rules.
- D) Enable Sneak Peek Configuration setting.

Answer:

A

Explanation:

A blocking rule is the recommended feature to meet the requirement, because it allows CK to prevent abusive customers from starting future chat sessions. A blocking rule is a rule that blocks chat requests from visitors who match certain criteria, such as IP address, browser, or device. A blocking rule can be created from Setup > Chat Blocking Rules. Verified Reference: : Create Blocking Rules for Chat

Question 6

Question Type: MultipleChoice

Cloud Kicks pride support to customers across the world and uses the Lightning experience. Service agents have a set of common responses. Managers would like to consolidate the responses as Quick Text, translate them to multiple languages and share them to the correct groups of service agents.

What should a consultant recommend to meet the requirements?

Options:

- A) Use translation Workbench to localize each Quick Text.
- B) Set the Organization-Wide default to Public Ready Only.
- C) Share the Folder with Quick text for each language.
- D) Share each Quick Text individually to Public Groups.

Answer:

C

Explanation:

Sharing the Folder with Quick Text for each language is the recommended solution to meet the requirements, because it allows CK to consolidate, translate, and share the common responses as Quick Text. Quick Text is a feature that enables service agents to insert predefined messages, such as greetings, answers, or closing statements, into emails, chats, tasks, events, and more. Quick Text can be organized into folders and shared with different groups of users based on their language or role. Quick Text can also be translated into multiple languages using Translation Workbench or a third-party service. Verified Reference: : Quick Text Overview : : Share Quick Text Using a Folder in Lightning Experience : : Translate Quick Text

Question 7

Question Type: MultipleChoice

Universal Containers need to determine whether the work orders and customer contacts should be stored as child cases or on a related custom object.

Which three aspects should the consultant consider to meet the requirements?

Choose 3 answers

Options:

- A) Work order and customer contact escalation requirements
- B) Visibility and access to the work order records
- C) Total number of account and contact records in the database
- D) Account team relationship to the primary contact
- E) Case closure rules on the original case

Answer:

A, B, E

Explanation:

These are three aspects that the consultant should consider to determine whether the work orders and customer contacts should be stored as child cases or on a related custom object. Work order and customer contact escalation requirements are aspects that affect

how urgent and complex the work orders and customer contacts are, and how they should be handled by different levels of agents or managers. Visibility and access to the work order records are aspects that affect who can view and edit the work order records, and how they are shared with other users or groups. Case closure rules on the original case are aspects that affect when and how the original case can be closed, and what actions need to be performed on the related records before closing the case. Verified Reference: :

https://help.salesforce.com/s/articleView?id=sf.work_orders_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.case_escalation_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.sharing_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.case_closure_rules.htm&type=5

Question 8

Question Type: MultipleChoice

Cloud Kicks uses Dialer and one-lick 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?

Options:

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

Answer:

B

Explanation:

Setting the Contact Do not Call field value to true is a solution that can prevent one-click calling to customers who have set their communication preference to email only or text only. The Do not Call field is a standard field on the Contact object that indicates whether the contact does not want to receive phone calls. Setting this field to true will disable the one-click calling feature for that contact and show a warning message if an agent tries to call them. Verified Reference: :

https://help.salesforce.com/s/articleView?id=sf.contact_fields.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.dialer_one_click_calling.htm&type=5

Question 9

Question Type: MultipleChoice

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?

Options:

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

Answer:

D

Explanation:

Configuring case escalation rules is an approach that can notify support managers when a new case has been untouched for more than two business days. Case escalation rules are tools that allow administrators to define the conditions and actions for escalating cases to higher-level agents or managers. Case escalation rules can help ensure that cases are handled in a timely and efficient manner. Verified

Reference: : https://help.salesforce.com/s/articleView?id=sf.case_escalation_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.case_escalation_create.htm&type=5

Question 10

Question Type: MultipleChoice

Ursa Major Solar sends service technicals to customer locations. Customer have complained about 4-hour long appointment windows and lack of information about the technical's arrival time.

What is the recommended feature to improve the customer experience?

Options:

- A) Omn-Channel Routing
- B) Incident Management
- C) Video Support
- D) Appointment Assistant

Answer:

D

Explanation:

Appointment Assistant is a feature that can improve the customer experience by reducing the 4-hour long appointment windows and providing information about the technician's arrival time. Appointment Assistant is a feature that allows customers to track the status and location of their service appointments in real time through SMS messages or a web page. Appointment Assistant can help customers plan their day, reduce no-shows, and increase satisfaction. Verified Reference: :

https://help.salesforce.com/s/articleView?id=sf.field_service_appointment_assistant_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.field_service_appointment_assistant_setup.htm&type=5

Question 11

Question Type: MultipleChoice

Cloud Kicks (CK) wants to correlate its Customer Satisfaction ratings to service center call metrics, CK has identified Average Speed of Answer as a leading indicator to predict Customer Satisfaction.

What should the consultant explain about Average Speed of Answer?

Options:

- A) It captures the same information as First Call Resolution.
- B) It includes blocked and abandoned calls.
- C) It is the typical experience of a caller.
- D) It is skewed by calls that are quickly answered

Answer:

D

Explanation:

The consultant should explain that Average Speed of Answer (ASA) is skewed by calls that are quickly answered. ASA is a metric that measures the average time that callers wait in the queue before being connected to an agent. ASA can be affected by outliers, such as calls that are answered immediately or calls that are abandoned after a long wait. ASA can be misleading if it does not reflect the typical experience of a caller or the performance of an agent. Verified Reference: :

https://help.salesforce.com/s/articleView?id=sf.reports_standard_report_types.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.reports_call_center_metrics.htm&type=5

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