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Question 1

Question Type: MultipleChoice

Universal Containers is launching a full line of new products, and Service Cloud should support the following requirements:

- * Customer service agents need to collaborate with other teams.
- * The product development team needs to be alerted on high-priority cases for specific products.

Which solution meets these requirements?

Options:

- A-** Use Salesforce Flow for notifications and Case Teams to monitor cases,
- B-** Use Escalation Rules for notifications and Case Teams to monitor cases.
- C-** Use Salesforce Flow for notifications and Account Teams to monitor cases.

Answer:

B

Explanation:

To meet the requirements of collaboration and alerting the product development team on high-priority cases for specific products, utilizing Escalation Rules for notifications and Case Teams for case monitoring is recommended. This approach ensures that critical cases are escalated and visible to the necessary teams for timely and collaborative resolution.

Question 2

Question Type: MultipleChoice

Universal Containers has implemented a call-based response system. The call wait time has become too long and customer service is being affected. Management would like to find a way to reduce customers' wait times and enable agents to handle more inquiries at a time.

Which feature should a consultant recommend?

Options:

- A- Case auto-response rule
- B- OmniStudio
- C- Salesforce Chat

Answer:

C

Explanation:

To reduce call wait times and enable agents to handle more inquiries simultaneously, implementing Salesforce Chat is recommended. Chat allows for real-time communication with multiple customers concurrently, alleviating the pressure on call-based support and improving overall customer service efficiency.

Question 3

Question Type: MultipleChoice

Universal Containers (UC) is implementing Service Cloud. UC needs to reduce total case volume and the average amount of time spent by agents on cases.

Which solution meets these requirements?

Options:

- A-** Use escalation rules to move cases into the correct status. Create reports to monitor service-level agreement (SLA) adherence.
- B-** Enable agent chat functionality for customers. Disable the ability to log a case from the Experience Cloud site.
- C-** Publish Knowledge articles to the Experience Cloud site, Enable the attachment of articles upon case closure.

Answer:

C

Explanation:

To reduce total case volume and average case handling time, publishing Knowledge articles on the Experience Cloud site and enabling agents to attach articles to cases upon closure is recommended. This approach empowers customers to find solutions independently, potentially reducing the number of incoming cases and assisting agents in resolving cases more efficiently by leveraging existing Knowledge content.

Question 4

Question Type: MultipleChoice

In the build phase of a Service Cloud implementation for Universal Containers, which activity should a consultant prioritize to ensure the system aligns with the client's business processes and requirements?

Options:

- A- Configure, develop, and test the application in a sandbox environment.
- B- Develop training materials after configuring the application to prepare for user adoption.
- C- Migrate data to the sandbox environment and verify successful migration.

Answer:

A

Explanation:

In the build phase of a Service Cloud implementation, prioritizing the configuration, development, and testing of the application in a sandbox environment is crucial. This ensures that the system is aligned with the client's business processes and requirements before deployment, facilitating a smooth transition and successful implementation.

Question 5

Question Type: MultipleChoice

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

Options:

- A- Use custom case assignment rules.
- B- Implement an Apex solution.
- C- Use a third-party app from AppExchange.

Answer:

A

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.

Question 6

Question Type: MultipleChoice

Service Console users work on dozens of cases at a time and often need to update a case they worked on earlier in the day.

What should a consultant recommend?

Options:

- A- Add History to the Utility bar.
- B- Create a custom dashboard.
- C- Keep all cases open in tabs.

Answer:

A

Explanation:

For Service Console users who need to efficiently revisit cases worked on earlier, adding the History component to the Utility Bar is recommended. This provides quick access to recently viewed records, enabling users to navigate back to previous cases without keeping all cases open in tabs, enhancing productivity and case management efficiency.

Question 7

Question Type: MultipleChoice

Cloud Kicks provides regular and special support to customers. When a special case is created, a dedicated account manager needs Read-Only access and a support specialist needs Read and Write access.

Which feature will provide the required level of access?

Options:

- A- View All for Case
- B- Case teams
- C- Manager groups

Answer:

B

Explanation:

To provide the required access levels for a dedicated account manager and a support specialist on special cases, utilizing Case Teams is the most effective solution. Case Teams allow for the customization of roles and access levels for each team member, ensuring that

the account manager has Read-Only access while the support specialist has Read and Write access.

Question 8

Question Type: MultipleChoice

Cloud Kicks wants to offer its customers a more personalized, flexible service experience beyond emails, phone calls, and chatbots.

What should the consultant recommend to meet this requirement?

Options:

- A- Social media
- B- Messaging apps
- C- Salesforce Knowledge

Answer:

B

Explanation:

To offer a more personalized and flexible service experience, integrating messaging apps into the service strategy is recommended. Messaging apps allow for asynchronous, convenient communication that can enhance customer engagement and satisfaction by catering to their preferences for quick, informal interactions.

Question 9

Question Type: MultipleChoice

Universal Containers (UC) is migrating from a legacy case management system to Salesforce. UC would like to retain the existing parent-child relationships between cases. What should a consultant recommend?

Options:

- A-** Migrate child cases first.
- B-** Migrate parent cases first

C- {0} Migrate parent and child cases together.

Answer:

C

Explanation:

To retain existing parent-child relationships between cases when migrating to Salesforce, it is crucial to migrate parent and child cases together. This ensures that the hierarchical structure is preserved in Salesforce, maintaining the context and relationships essential for case management.

Question 10

Question Type: MultipleChoice

A business-to-consumer (B2C) company wants to decrease service costs. Currently, customers pay invoices and update their contact information by mailing paper paystubs back to the company.

What is the recommended solution to meet the requirements?

Options:

- A- Experience Cloud with payment processing
- B- Einstein Bots with check processing
- C- Service Cloud Voice with Tele-pay

Answer:

A

Explanation:

To decrease service costs and modernize the process of paying invoices and updating contact information, implementing an Experience Cloud site with integrated payment processing capabilities is recommended. This allows customers to manage their accounts and transactions online, reducing reliance on paper-based processes and enhancing overall efficiency.

Question 11

Question Type: MultipleChoice

Universal Containers wants to implement best practices for its customer support teams and has decided to follow a Knowledge Centered Support (KCS) methodology.

Which benefit can be expected?

Options:

- A- Reduced post-interaction time
- B- Reduced first contact resolution time
- C- Reduced issue resolution time

Answer:

C

Explanation:

Adopting a Knowledge Centered Support (KCS) methodology can lead to reduced issue resolution time as a key benefit. KCS emphasizes the creation, maintenance, and effective use of a knowledge base, enabling faster access to solutions and reducing the time needed to resolve customer issues.

Question 12

Question Type: MultipleChoice

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?

Options:

- 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.

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