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NEW QUESTION: 1

Universal Containers (UC) wants to deploy Service Cloud to 100 contact centers located across North America, Europe, and Asia. UC wants standardized reporting across worldwide contact centers' key performance indicators (KPIs).

Which approach should a consultant recommend in this scenario?

- A. Assign a global team of experienced analysts to create a standard report template.
- B. Ask leadership, management, and agents in all regions to vote on the standard report template.
- C. Request that the VP of worldwide support design a standard report template to provide a clear vision,

Answer: (SHOW ANSWER)

For Universal Containers to achieve standardized reporting across its worldwide contact centers, assembling a global team of experienced analysts to develop a standard report template is recommended. This approach ensures that the template reflects a comprehensive understanding of global KPIs, facilitating consistent performance measurement and comparison across all regions.

NEW QUESTION: 2

An organization has requested guidance on how to delete customers' personal data when they are no longer associated with the company to stay compliant with global data protection and privacy regulations.

Which solution should the consultant recommend to meet the requirement?

- A. Search for all customer information in production and manually edit the fields of each record to scramble the data so that it is no longer searchable.
- B. Search for all customer information across environments and deactivate accounts or Experience Cloud users associated with the contact.
- C. Search and remove all customer information, including records and in unindexed free-text fields, and refresh sandboxes to ensure no data retention.

Answer: C (LEAVE A REPLY)

To comply with global data protection and privacy regulations, the consultant should recommend a thorough approach to data deletion. This includes searching and removing all customer information from Salesforce, covering both structured data (like records) and unstructured data (such as comments or notes in free-text fields). Additionally, refreshing sandboxes after this process ensures that any copies of the data in development or testing environments are also purged, maintaining compliance and safeguarding privacy.

NEW QUESTION: 3

universal containers wants to monitor customers social media reactions and opinions. Agents also want to see recent cases that customer logged.

- A. Omni channel
- B. Appexchange solution
- C. Custom lightning component
- D. Social Conversation component

Answer: D (LEAVE A REPLY)

Social Conversation component is a feature that can enable Universal Containers to monitor customers' social media reactions and opinions, as well as see recent cases that customers logged. Social Conversation component allows agents to view and reply to social posts from customers using Social Customer Service. It also shows related records, such as cases, contacts, or accounts, that are linked to the social posts. Verified Reference: : https://help.salesforce.com/s/articleView?id=sf.social_customer_service_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.social_customer_service_component.htm&type=5

NEW QUESTION: 4

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

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

Answer: (SHOW ANSWER)

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

NEW QUESTION: 5

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. Activate a validation rule
- B. Define case escalation rules
- C. Configure flow Builder /Process Builder
- D. Create a Case Macro

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 6

Ursa Major Solar sells highly technical products that require specific expertise for configuration changes and troubleshooting. A mobile workforce can be dispatched to support customers. Dispatching a worker comes at a high cost, and available appointment times are typically several weeks in the future.

What is the recommended method to improve the support experience while providing expert-level support?

- A. Omni-Channel Routing
- B. Visual Remote Assistant
- C. Workforce Engagement Self Scheduling
- D. Field Service Scheduler

Answer: B ([LEAVE A REPLY](#))

Visual Remote Assistant is a feature that allows you to provide real-time interactive video support to your customers using their mobile devices. You can see what your customers see through their camera, guide them with annotations and pointers, and troubleshoot issues remotely. This solution can improve the support experience while providing expert-level support, as it can reduce the need for dispatching field workers, save time and costs, and increase customer satisfaction. Verified Reference: [Visual Remote Assistant]

NEW QUESTION: 7

The Support Manager at Universal Containers is getting inaccurate agent performance reports. After researching the data, the Salesforce Administrator has identified hundreds of cases that are closed, but still owned by a queue.

Which two solutions should a Consultant recommend to correct this problem? Choose 2 answers

- A. Create a case assignment rule to ensure cases are owned by a user when closed.
- B. Use a data tool to update the owner field on closed cases.
- C. Create a case validation rule to ensure cases are owned by a user when closed.
- D. Create a Process Builder and Flow to change the owner on closed cases.

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 8

At Universal Containers, support agents need to verify that customers are eligible to receive support when they create the case.

Where can a support agent verify that a customer is allowed to receive support?

- A. Milestones
- B. Entitlements
- C. {0} Actions

Answer: B (LEAVE A REPLY)

When support agents need to verify customer eligibility for support upon case creation, Entitlements should be used. Entitlements define the types of support a customer is entitled to receive, based on factors like product or service level agreements, enabling agents to quickly verify and ensure compliance with support policies.

NEW QUESTION: 9

A consultant is working on a Service Cloud implementation with a fixed budget and timeline. Additional requirements were discovered early on that will result in the project exceeding timeline and budget constraints.

What is the first step the consultant should take to address the issue?

- A. Prepare a change order to account for the additional requirements and communicate the new project schedule,
- B. Incorporate the additional requirements to the project scope and continue with the original project schedule.
- C. Document the gap in requirements and discuss the schedule and budget impact with the project team.

Answer: C (LEAVE A REPLY)

Addressing the issue of additional requirements in a fixed budget and timeline scenario involves transparent communication and documentation. The first step is documenting the gap between initial requirements and new discoveries, then discussing these findings with the project team. This approach allows for a collaborative decision-making process on how to best incorporate or prioritize the new requirements, considering the project's constraints. It sets the stage for informed decisions on scope adjustments, timeline revisions, or budget re-evaluations.

NEW QUESTION: 10

What are three considerations when adding a report chart to a Console Component?

Choose 3 answers

- A. The report is shared with a Chatter Group.
- B. The report contains a chart.
- C. The report has a standard Report Type.
- D. The report is a Summary or Matrix report.
- E. The report chart is added to the Page Layout.

Answer: B,D,E (LEAVE A REPLY)

These are three considerations when adding a report chart to a Console Component. The report must contain a chart that displays data in a graphical format. The report must be a Summary or Matrix report that groups data by rows and columns. The report chart must be added to the Page Layout of the object that the report is based on. Verified Reference: : https://help.salesforce.com/s/articleView?id=sf.console2_components_report_chart.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.reports_charts_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.reports_format_types.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.reports_charts_adding_layouts.htm&type=5

NEW QUESTION: 11

Cloud Kicks (CK) has created hundreds of Knowledge articles about its products. The articles have been attached to closed cases. A new product release will require changes to dozens of articles. After revising the articles, CK wants to see that a prior article version was associated with the closed cases. What is the recommended method to meet the requirements?

- A.** Select Flag as new version' checkbox when publishing.
- B.** Use Smart Link to Article to select the prior version.
- C.** Enable Knowledge User for Service Agents.
- D.** Use the Clone option to create a new article.

Answer: A ([LEAVE A REPLY](#))

When you edit an article in Salesforce Knowledge, you can choose to flag it as a new version when you publish it. This option creates a new version of the article with a new version number and keeps the previous version in an archived state. The archived version is still associated with the closed cases that it was attached to, while the new version is available for future cases. This way, you can see that a prior article version was associated with the closed cases. Verified Reference: [Flag an Article as a New Version When You Publish It]

NEW QUESTION: 12

Field engineers often need to access current inventory levels of products the customer has purchased while at customer sites.

Which solution should a Consultant recommend to meet this requirement?

- A.** Configure Visual Flows on Salesforce mobile.
- B.** Develop and publish a knowledge management system
- C.** Implement Field Service Lightning.
- D.** Integrate with an enterprise resource planning system.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 13

Cloud Kicks is preparing to deploy Omni-Channel Resolution to dispatch work items to service agents. The Head of Service wants to know what should be done during high volume incidents where over 200,000 cases are opened.

- A.** Use a Most Available Routing Model which will assign to the agent that be available next.

- B.** Set Work Item Size Percentage of Capacity to only consume part of an agent's availability.
- C.** Configure an Overflow Assignee with a user or queue outside the routing configuration.
- D.** Use a Least Active Routing Model which will assign to the agent that is the least over capacity.

Answer: C ([LEAVE A REPLY](#))

This is the recommended solution to handle high volume incidents where over 200,000 cases are opened. An Overflow Assignee is an option that can be configured in Omni-Channel Routing Configurations, which allows CK to specify a user or queue that will receive work items when the routing configuration reaches its maximum capacity. An Overflow Assignee can help CK distribute the workload and avoid losing work items during peak periods. Verified Reference: : Overflow Assignee

NEW QUESTION: 14

Universal Containers recently deployed a Salesforce Knowledge implementation and wants to evaluate the quality of the articles being produced.

What should the consultant recommend to gather information efficiently on Knowledge article usefulness?

- A.** Develop custom Knowledge reports and dashboards.
- B.** Create a review board to evaluate and manage Knowledge articles.
- C.** Install the Knowledge Base Dashboards & Reports AppExchange package.

Answer: C ([LEAVE A REPLY](#))

To efficiently gather information on Knowledge article usefulness, installing the Knowledge Base Dashboards & Reports package from Salesforce AppExchange is advisable. This package provides pre-built reports and dashboards designed specifically for Salesforce Knowledge, enabling quick insights into article performance, usage, and feedback, facilitating continuous improvement in Knowledge management.

NEW QUESTION: 15

Universal Containers' leadership wants to reduce the level of effort required to get the right people involved to resolve service issues more quickly.

What should the consultant recommend to distribute cases?

- A.** Create queues with support agents and use assignment rules.
- B.** Predefine case teams and use assignment rules.
- C.** Configure Web-to-Case and use assignment rules,

Answer: ([SHOW ANSWER](#)**)**

To efficiently distribute cases and get the right people involved for quicker resolution, creating queues that group support agents by expertise or function and utilizing assignment rules to automatically route cases to the appropriate queues is recommended. This approach streamlines case distribution, ensuring cases are handled by agents best equipped to resolve them promptly.

NEW QUESTION: 16

Cloud Kicks customers need a method to create cases without a login. Managers are concerned that public options will increase the number of spam cases created.

What is the recommended option to prevent the creation of spam cases?

- A. On-Demand Email-to-Case Threading
- B. Web-to-Case with Einstein Case Classification
- C. Web-to-Case with reCAPTCHA enabled

Answer: C ([LEAVE A REPLY](#))

To enable case creation without login while preventing spam, using Web-to-Case with reCAPTCHA enabled is recommended. reCAPTCHA provides an additional layer of security by verifying that case submissions are made by humans, effectively reducing the likelihood of spam cases and maintaining the integrity of case data in Salesforce.

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NEW QUESTION: 17

Cloud Kicks (CK) has a service performance dashboard to manage its entire support organization. Now, CK would like to understand performance from different perspectives, such as by product line or case close date quarter.

What is the recommended solution to meet the requirements?

- A. Use a Dynamic Dashboard based on running user.
- B. Ensure View All Data is not assigned to users.
- C. Add multiple Dashboard Filters.
- D. Configure the dashboard refresh schedule.

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 18

Milestones can be added to which two Object types?

Choose 2 answers

- A. Account
- B. Work Order
- C. Lead
- D. Case

Answer: ([SHOW ANSWER](#)**)**

These are two object types that milestones can be added to. Milestones are time-dependent actions that need to be completed within a certain period to achieve service level agreements (SLAs).

Milestones can be added to work orders or cases using entitlement processes, which are timelines that include multiple milestones for each work order or case. Verified Reference: :

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

NEW QUESTION: 19

As part of a new Salesforce Knowledge implementation, Universal Containers would like to migrate articles from their current database.

Which factor should a Consultant consider as part of the migration strategy?

- A.** Verify that each article type has field level security on all fields set to read-only prior to import, in order to prevent any loss of data.
- B.** Prepare a single .csv file that can be used to migrate all articles types at once and include with a properties file in a .zip for import.
- C.** Convert any articles containing HTML into plain text before importing because HTML is NOT supported in any article field types.
- D.** Ensure that each existing article type has a corresponding Salesforce Knowledge article type that matches its structure and content.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 20

Cloud Kicks wants to standardize its service key performance indicators (KPIs) for response time and first case closure rates.

Individual service agents, team leaders, regional directors, and the VP of service should see the same KPIs calculated using only the data the user can access.

What is the recommended running user to meet the requirements?

- A.** Dashboard viewer
- B.** Team leaders
- C.** VP of service

Answer: A ([LEAVE A REPLY](#))

To standardize service KPIs for users at all levels while ensuring data visibility is based on user access, setting the dashboard running user as 'Dashboard Viewer' is recommended. This approach dynamically calculates KPIs using only the data accessible to the individual viewing the dashboard, ensuring consistency and data security across the organization.

NEW QUESTION: 21

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

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

Answer: A ([LEAVE A REPLY](#))

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.

NEW QUESTION: 22

Universal Containers (UC) wants to report on how many customers with Service Contracts have specific entitlements to determine if UC's support offerings should be adjusted.

Which feature should the consultant recommend?

- A.** Build a joined report.
- B.** Build a dashboard.
- C.** Build a custom report type.

Answer: C ([LEAVE A REPLY](#))

Creating a custom report type allows for more flexibility in reporting by combining different objects and their relationships, such as Service Contracts and Entitlements in this case. Universal Containers can use a custom report type to specifically analyze customers with Service Contracts and their associated entitlements, providing insights into support offerings and potential adjustments.

NEW QUESTION: 23

What approach should a Consultant use to ensure that Knowledge searches only display articles for a service agent's product specialization?

- A.** Create a page layout for each record type; assign layouts to service agents.
- B.** Create a data category for each product; assign data categories to service agents.
- C.** Create a permission set for each record type; assign permissions to service agents.
- D.** Create an article action for each record type; assign record types to service agents.

Answer: ([SHOW ANSWER](#)**)**

Creating a data category for each product and assigning data categories to service agents is the recommended approach to ensure that Knowledge searches only display articles for a service agent's product specialization. Data categories are a way of classifying articles based on topics or criteria that make sense for your business. Data categories can be used to control the visibility and searchability of articles for different users and communities. By creating a data category for each product, you can group articles by product line and make it easier for agents and customers to find relevant information. By assigning data categories to service agents, you can restrict their access and search results to only the articles that match their product specialization. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Data Categories Overview

NEW QUESTION: 24

The cost of providing contact center support has steadily increased. Universal Containers wants to take cost-saving measures.

What should the consultant recommend?

- A.** Configure a self-service Knowledge Base.
- B.** Create auto-response templates for Case emails.
- C.** Configure Skills-Based Routing for service channels.

Answer: A ([LEAVE A REPLY](#))

To address the rising cost of providing contact center support, configuring a self-service Knowledge Base is an effective cost-saving measure for Universal Containers. A Knowledge Base allows customers to find answers to their questions and solve problems on their own without needing to contact support. This not only reduces the volume of incoming support requests but also enhances customer satisfaction by providing immediate access to information. Implementing a self-service portal powered by a comprehensive Knowledge Base can significantly decrease support costs while maintaining high service quality.

NEW QUESTION: 25

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?

- A.** Migrate child cases first.
- B.** Migrate parent cases first
- C.** {0} Migrate parent and child cases together.

Answer: C ([LEAVE A REPLY](#))

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.

NEW QUESTION: 26

Universal Containers recently rolled out a Salesforce knowledge implementation; however, users are finding unreliable and unrelated Knowledge Articles displayed in the Knowledge One widget in the Salesforce Console. Which two actions should a Consultant recommend to address the lack of quality checking? Choose

2 answers

- A.** Set up an intuitive Data Category hierarchy
- B.** Restrict the Manage Articles user permission
- C.** Require that an article be added when closing a case
- D.** Enable and configure wildcards for article searches

Answer: C,D ([LEAVE A REPLY](#))

NEW QUESTION: 27

Cloud Kicks (CK) wants to provide its authenticated customers with a top-tier support experience. CK wants to allow asynchronous conversations, conversations across devices, and Estimated Wait Time transparency. CK currently uses an external website to deliver its chat support offering.

What should a consultant recommend to provide these newer capabilities?

- A.** Messaging for Web
- B.** AppExchange package
- C.** Einstein Bots

Answer: (SHOW ANSWER)

To enhance CK's support experience with asynchronous conversations, cross-device functionality, and Estimated Wait Time transparency, Messaging for Web is the suitable recommendation. This Salesforce solution integrates seamlessly with the existing web infrastructure, enabling customers to initiate and continue conversations at their convenience across different devices, while also providing visibility into wait times, thus elevating the overall support experience.

NEW QUESTION: 28

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

Which two benefits can be expected from KCS adoption?

Choose 2 answers

- A. Reduced first contact resolution
- B. Reduced issue resolution time
- C. A knowledge article life cycle that is implemented correctly the first time and does not need to change
- D. A knowledge article life cycle that evolves based on usage and demand

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 29

The Universal Containers sales team has been so successful in signing new customers that the support team is unable to provide same-day customer assistance.

What should a consultant recommend to address this problem?

- A. Ask sales reps to respond to support Cases
- B. Add more support phone lines.
- C. Limit Customers to 5 Cases per day.
- D. Provide a self-help Customer Community.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 30

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?

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 31

Universal Containers wants to implement a customer service site. The goal of the site is to enable community members to access, create, and manage cases online.

How should the consultant implement these requirements?

- A. Set up a sharing set to grant access based on the site member's contact record.
- B. Update the case assignment rule to add the site member to the predefined case team.
- C. Create a sharing rule to share the contact record with the site member.
- D. Change the org-wide default for cases and contacts internal access to private.

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 32

Universal Containers is changing their case management system to salesforce. All active accounts, contacts, open cases and closed cases for the past five years must be migrated to salesforce for go-live.

Which approach should the consultant use for data migration?

- A. Prepare, plan, Test, execute, validate.
- B. Plan, prepare, test, execute, validate.
- C. Plan, prepare, validate, execute, test
- D. Prepare, plan, validate, execute, test

Answer: B ([LEAVE A REPLY](#))

Plan, prepare, test, execute, validate is the approach that the consultant should use for data migration from the legacy case management system to Salesforce. This approach follows the best practices for data migration projects, such as defining the scope, mapping the fields, cleaning the data, testing the migration process, executing the migration in batches, and validating the results. Verified Reference: : https://trailhead.salesforce.com/en/content/learn/modules/data_migration/data_migration_process : https://trailhead.salesforce.com/en/content/learn/modules/data_migration/data_migration_best_practices

NEW QUESTION: 33

Universal Containers wants to allow customers to ability to submit cases and also to see a dashboard of case resolution history.

Which type of Community license should be used to meet these requirements?

- A. Customer Community Plus
- B. Customer Community
- C. High Volume Customer Portal

D. Lightning External Apps Starter

Answer: A ([LEAVE A REPLY](#))

Customer Community Plus is a type of Community license that should be used to meet the requirements of allowing customers to submit cases and see a dashboard of case resolution history. Customer Community Plus licenses are used for external users who access Experience Cloud sites and need to access standard CRM functionality, such as creating and managing cases, viewing reports and dashboards, or collaborating with other users. Customer Community Plus licenses are based on the number of named users and are suitable for frequent or high-value customers who need full access to Service Cloud features. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Experience Cloud User Licenses

NEW QUESTION: 34

Universal Containers wants a mechanism that provides customers access to product installation guides, warranty information.

What solution should the consultant recommend to meet this request?

- A. Implement Recommended Articles.**
- B. Configure Web-to-Case.**
- C. Deploy a Partner Central Community.**
- D. Create a Customer Experience Cloud site.**

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 35

Universal Containers wants to implement Knowledge to assist agents with the resolution of cases.

Which three recommendations should a consultant make to meet this requirement? Choose 3 answers

- A. Enable article customization for open cases.**
- B. Enable agents to create their own personal articles.**
- C. Enable suggested articles on new cases.**
- D. Enable article submission during case close.**
- E. Create an email template to send articles as PDF attachments.**

Answer: C,D,E ([LEAVE A REPLY](#))

Enabling suggested articles on new cases, enabling article submission during case close, and creating an email template to send articles as PDF attachments are recommendations that a consultant should make to assist agents with the resolution of cases using Knowledge. Suggested articles are a feature that automatically recommends relevant articles to agents based on the case information. Agents can view the suggested articles in the case feed or the knowledge sidebar, and attach them to the case or email them to the customer. Article submission during case close is a feature that allows agents to create new articles or update existing articles from the case resolution page. Agents can use this feature to capture and share their knowledge after resolving a case. An email template is a type of template that can be used to create and send emails from Salesforce. An email template can include merge fields, images, links, and other formatting options. An email template can also include a knowledge article as an attachment or a link. Agents can use this feature to send an email with the

article to the customer from the case record page or the Service Console. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Suggested Articles Overview, Submit Articles During Case Close, Create Lightning Email Templates

NEW QUESTION: 36

Universal Containers (UC) is implementing Service Cloud within its North America call center to validate key use cases, system capabilities, and integration patterns. The UC leadership team is concerned that the upcoming Salesforce Release schedule may impact the implementation project's development efforts.

What should a consultant recommend that UC's Salesforce admin do in this scenario?

- A.** Postpone the release to the production org so the team can finish the project before the release is deployed.
- B.** Disable updates to the sandbox so the team can continue using the solution without the updates from the release.
- C.** Opt Bp the sandbox in as a Bp preview org g so the team can conduct testing gp prior to the release being g deployed.

Answer: C (LEAVE A REPLY)

Opting the sandbox in as a preview org allows the UC team to test new Salesforce features and updates in a controlled environment before they are deployed to the production org. This proactive approach helps identify and address potential issues, ensuring that the implementation project is not adversely affected by upcoming Salesforce releases.

NEW QUESTION: 37

Cloud Kicks recently deployed an Omni-Channel implementation. A set of service agents that handle security-related issues have complained that case records are being routed to them incorrectly. What should a consultant do first to validate that the Omni-Channel implementation is routing correctly?

- A.** Open the relevant record being routed.
- B.** Debug Omni-Channel routing from Setup.
- C.** Open the Omni-Channel Supervisor tab.

Answer: C (LEAVE A REPLY)

To validate that Omni-Channel routing is functioning correctly, especially when agents report incorrect case routing, the first step should be to open the Omni-Channel Supervisor tab. This tool provides real-time visibility into the routing and handling of work items, allowing consultants to monitor and troubleshoot routing configurations and ensure that cases are directed to the appropriate agents based on predefined criteria.

NEW QUESTION: 38

Which two areas can an Administrator make Open CTI features available to users when building a Lightning App using the App Manager? Choose 2 answers

- A.** On a utility bar of the Lightning App

- B. On a record Highlights Panel
- C. On a record Activity Feed list
- D. On the Calendar right hand panel

Answer: A,C ([LEAVE A REPLY](#))

Open CTI features can be made available to users when building a Lightning App using the App Manager by adding them on a utility bar of the Lightning App or on a record Activity Feed list. A utility bar is a fixed footer that displays utilities (such as Open CTI SoftPhone) as icons in a panel at the bottom of every page in an app. Users can access Open CTI features such as making calls, receiving calls, transferring calls, or logging calls from the utility bar. An Activity Feed list is a component that displays all the past and upcoming activities related to a record, such as tasks, events, emails, or calls. Users can access Open CTI features such as dialing a phone number or logging a call from the Activity Feed list. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Add Utilities to Your App's Utility Bar, Add Activities to Your Lightning Pages

NEW QUESTION: 39

Cloud Kicks frequently works with distribution partners who have complex issues that need immediate attention. To solve the issues, Tier 2 support often needs to engage other teams within the organization. The team uses Slack to communicate internally.

Which solution should the consultant recommend to meet the needs of the organization?

- A. Omni-Channel routing
- B. Case escalation
- C. Swarming

Answer: C ([LEAVE A REPLY](#))

For addressing complex issues requiring immediate attention and collaboration across multiple teams, recommending the swarming approach, particularly facilitated through Slack for Service, is advised. Swarming enables cross-functional teams to come together quickly to solve issues, leveraging collective expertise and improving resolution times for complex cases.

NEW QUESTION: 40

Universal Containers wants to automate case management for the web support team.

When new cases come in from the website they should be routed to the support team to work in the order that they are submitted.

Which approach should a Consultant implement?

- A. Case queues
- B. Lightning Component
- C. Contact Request flow
- D. Direct Messaging

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 41

Universal Containers has implemented Service Cloud. The company needs key performance indicators (KPIs) to ensure that its customer support center is profitable.

Which metric should a consultant use to help executive management understand support center costs?

- A. All Cases by Customer
- B. All Open Cases by Priority
- C. Case Resolution Time

Answer: C (LEAVE A REPLY)

Case Resolution Time is a critical KPI for understanding support center costs. It measures the average time taken to resolve customer cases, directly impacting labor costs and resource allocation. By monitoring and optimizing Case Resolution Time, executive management can identify efficiency improvements, manage staffing requirements more effectively, and ultimately reduce the cost of operating the customer support center.

NEW QUESTION: 42

Universal Containers wants to automate case management for the web support team.

When new cases come in from the website they should be routed to the support team to work in the order that they are submitted.

Which approach should a Consultant implement?

- A. Lightning Component
- B. Contact Request flow
- C. Direct Messaging
- D. Case queues

Answer: D (LEAVE A REPLY)

Case queues are an approach that a consultant should implement to automate case management for the web support team. Case queues are locations where cases are routed to await processing by a group of users. Case queues can be used to assign cases to the web support team based on criteria such as case origin, priority, or type. Case queues also allow agents to work on cases in the order that they are submitted. Verified Reference: : https://help.salesforce.com/s/articleView?id=sf.customize_queues.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.customize_casequeues.htm&type=5

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

NEW QUESTION: 43

Cloud Kicks (CK) has service agents based in North America and Europe respond to new leads created in Salesforce. The lead record includes the language spoken: English, French, or Spanish. In CK's industry, the time to contact after a lead expresses interest is a critical success factor. Most service agents speak a single language and a few are multilingual.

What is the recommended feature to meet the requirements?

- A. Queue-Based Routing
- B. Lightning Flow for Service
- C. Skills-Based Routing
- D. Lead Assignment Rules

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 44

universal containers wants to unify channels and manage agent workload with omni-channel routing. what required step should a consultant address before configuring omni channel ? what required step should a consultant address before configuring omni channel ?

- A. Create SF cases to have omni channel enabled
- B. create the necessary objects in SF
- C. customize service channel settings to define how the org receives work from various sources
- D. From setup select omnichannel and select enable omni channel

Answer: C ([LEAVE A REPLY](#))

Customizing service channel settings to define how the org receives work from various sources is a required step that the consultant should address before configuring Omni-channel. Service channels are settings that allow administrators to specify how different types of work items, such as cases, chats, or leads, are routed and handled by Omni-channel. Service channels need to be defined and enabled before setting up routing configurations and rules for Omni-channel. Verified Reference: :

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

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

NEW QUESTION: 45

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. Set up a reporting snapshot of the case, contact and activity objects.
- B. Customize the My Teams Calls this week standard report.
- C. Create a Custom Report type with activities as the primary object.
- D. Build a Summary report on Products and Activities.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 46

A Service Rep transfers a Live Agent Chat to another Rep.

Which two things will happen?

- A. The Customer doesn't know they were transferred
- B. The Customer is shown the new Rep's name
- C. The chat transcripts and case are transferred
- D. Both Service Reps can chat with the customer

Answer: B,C ([LEAVE A REPLY](#))

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NEW QUESTION: 47

Cloud Kicks use 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 swarm on cases.

What should a consultant recommend to meet the requirements?

- A. Recent Items set to Account object.
- B. History Utility in the Utility bar.
- C. Actions & Recommendations component.
- D. Screen flow launched from a global action.

Answer: B (LEAVE A REPLY)

History Utility in the Utility bar is a feature that can enable service agents to share links to recently opened subtabs with other users to swarm on cases. History Utility is a tool that allows agents to view their recently accessed records or tabs in the service console. History Utility can help agents quickly return to a prior case and copy the URL of the subtab to share with other users. Verified Reference: : https://help.salesforce.com/s/articleView?id=sf.console2_history_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.console2_history_share.htm&type=5

NEW QUESTION: 48

The Universal Containers sales team has been so successful in signing new customers that the support team is unable to provide same-day customer assistance.

What should a consultant recommend to address this problem?

- A. Limit Customers to 5 Cases per day.
- B. Provide a self-help Customer Community.
- C. Add more support phone lines.
- D. Ask sales reps to respond to support Cases

Answer: B (LEAVE A REPLY)

Adding more support phone lines is a solution that can address the problem of the support team being unable to provide same-day customer assistance due to high demand. Adding more support phone lines can increase the capacity and availability of the support team to handle incoming calls from customers. This can reduce the wait time and improve customer satisfaction. Verified Reference: : https://help.salesforce.com/s/articleView?id=sf.service_phone_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.service_phone_setup.htm&type=5

NEW QUESTION: 49

Universal Containers has been testing an updated Service Console in a sandbox and is ready to move it to Production.

Which deployment solution should a consultant use?

- A. Data Loader
- B. Mass Transfer Records
- C. Manual configuration
- D. Change Sets

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 50

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.

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 51

Universal Containers has a case handling process that requires each case to go through a series of steps within a specified amount of time from case submission to case closure.

Which solution should a consultant recommend to meet these requirements?

- A. Define entitlements and milestones.
- B. Enable and configure Omni-Channel routing.
- C. Implement Lightning flow with time-based actions.

Answer: ([SHOW ANSWER](#))

To manage a case handling process that requires each case to go through a series of time-bound steps, defining entitlements and milestones is the recommended solution. This setup allows for the specification of service levels, tracking progress against defined milestones, and ensuring cases progress in a timely manner from submission to closure.

NEW QUESTION: 52

Universal Containers (UC) has a policy that requires all email traffic to remain within its firewall. UC receives up to 2,000 cases per day, some of which include large email attachments from customers. When implementing Salesforce in this scenario, which solution should a consultant recommend?

- A. Email-to-Case
- B. On-Demand Email-to-Case
- C. Email relay

Answer: A ([LEAVE A REPLY](#))

For Universal Containers, which requires all email traffic to remain within its firewall and handles a high volume of cases with attachments, Email-to-Case is the recommended solution. Email-to-Case allows

emails to be converted into cases within Salesforce while keeping email data secure within the company's firewall, accommodating the need for security and efficiency in handling customer cases.

NEW QUESTION: 53

Cloud Kicks (CK) provides support through Web-to-Case. As part of a service improvement project, a self-service portal in Experience Cloud and public Knowledge base were added. When reviewing service KPIs, management at CK found a 10% increase in case resolution time and is considering reverting the changes.

What is the likely reason for the KPI change?

- A. Self-service deflects easy cases, leaving more complex cases for agents.
- B. Customers are spending additional time searching for answers.
- C. Agents do not have access to the same Knowledge articles as customers.
- D. Customers must spend additional time registering for the portal.

Answer: A ([LEAVE A REPLY](#))

This is the most likely reason for the increase in case resolution time, because self-service portals and knowledge bases enable customers to find answers to common or simple questions without creating a case. This means that agents are left with more complex or challenging cases that require more time and effort to resolve3 Verified Reference: 3: Self-Service Best Practices

NEW QUESTION: 54

The support manager at universal containers has noticed an increase in average case age, which is negatively impacting customer satisfaction. To research the situation, the support manager wants to know the amount of time that cases have spent within each status during their lifecycle.

Which reporting solution should a consultant recommend?

- A. Create a report using the Case snapshot report type
- B. Create a report using the Case historical trending report type
- C. Create a report using the Case age report type
- D. Create a report using the Case Lifecycle report type

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 55

Cloud Kicks (CK) started out as a small shoe company. Now, CK is growing and needs to meet changing customer expectations while also uplifting agent skill sets and organizational success.

In which order would a consultant work through a high-level discussion and planning session with CK?

- A. Gather organizational vision, map processes, plan metrics, and plan for user feedback.
- B. Gather organizational vision, match appropriate metrics, plan for user feedback, and map processes.
- C. Gather organizational vision, map processes, plan for user feedback, and define metrics.

Answer: A ([LEAVE A REPLY](#))

In a high-level discussion and planning session with Cloud Kicks (CK), the consultant should first gather the organizational vision to understand CK's long-term goals and how the service function aligns

with these goals. Next, mapping processes is crucial to identify current workflows, pinpoint inefficiencies, and determine areas for improvement. Planning metrics follows, which involves defining key performance indicators (KPIs) to measure success and track progress towards achieving the organizational vision. Finally, planning for user feedback is essential to establish mechanisms for collecting and incorporating feedback from both agents and customers. This feedback will inform continuous improvement and ensure the service function evolves in line with changing needs and expectations.

NEW QUESTION: 56

Cloud Kicks is changing its case management system to Salesforce. All active accounts, contacts, and closed cases for the past 5 years need to be migrated to Salesforce for go-live.

Which approach should a consultant use for data migration?

- A.** Prepare, Plan, Test, Validate, Execute
- B.** Plan, Prepare, Execute, Test, Validate
- C.** Plan, Prepare, Test, Execute, Validate

Answer: ([SHOW ANSWER](#))

For data migration to Salesforce, including active accounts, contacts, and historical cases, the recommended approach is to Plan, Prepare, Test, Execute, and Validate. This structured approach ensures thorough preparation, testing for accuracy, execution of the migration, and validation of the data post-migration, ensuring a smooth transition to Salesforce with accurate and complete data.

NEW QUESTION: 57

Cloud Kicks use 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 swarm on cases.

What should a consultant recommend to meet the requirements?

- A.** Recent Items set to Account object.
- B.** Screen flow launched from a global action.
- C.** History Utility in the Utility bar.
- D.** Actions & Recommendations component.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 58

Cloud Kicks needs to onboard new employees and deliver new hire training more efficiently. This includes providing access to job information such as benefits, internal job openings, and mandatory employee training.

What should the consultant recommend to meet the requirements?

- A.** Trailhead
- B.** Einstein Next Best Action
- C.** Experience Cloud site

Answer: **A** ([LEAVE A REPLY](#))

For efficient onboarding and training of new employees, including access to job information, benefits, internal job openings, and mandatory training, Trailhead is the recommended solution. Trailhead provides a gamified, interactive learning experience, allowing employees to engage in self-paced learning modules tailored to their roles and the organization's processes.

NEW QUESTION: 59

universal containers has regional contact centers around the world. Support Managers have asked to see support metrics for their region by default.

Which two strategies should a consultant recommend?

- A.** Dashboard folder sharing
- B.** Org wide default for cases set to private
- C.** Dynamic dashboards
- D.** Case Object permissions set to create and read

Answer: A,C (LEAVE A REPLY)

These are two strategies that a consultant should recommend to enable support managers to see support metrics for their region by default. Dashboard folder sharing is a strategy that allows administrators to control the visibility and access of dashboards by placing them in folders and setting the sharing settings for each folder. Dashboard folder sharing can help create different dashboards for each region and share them with the respective support managers. Dynamic dashboards are a type of dashboards that display data according to the security settings of the user who is viewing it. Dynamic dashboards can help show support metrics for each region based on the user's role or profile. Verified Reference: : https://help.salesforce.com/s/articleView?id=sf.dashboards_folder_sharing.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.dashboards_dynamic.htm&type=5

NEW QUESTION: 60

DreamMouse Realty would like to provide a user-friendly way for clients to apply for a home loan through an Experience site. Many times, clients do not complete are of the information and a loan specialist needs to finish the submission.

How should the administrator configure Salesforce to meet the requirements?

- A.** Create a screen-based flow accessible from the Experience site and internally.
- B.** Add a custom Lightning component to the site and the Case Lightning record page.
- C.** Use email to case for the client to submit the relevant information to the specialist.
- D.** Post a web to case form on the site and assign the case to the specialist for completion.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 61

Cloud Kicks (CK) is a global company with multiple product lines. CK is preparing to launch a public kno base for customers that will have 2,500 articles. The company wants an easy way for users to find relevant articles based on their location and product.

What is the recommended method to meet the requirement?

- A.** Article Translation

- B. Chatter Answers
- C. Data Category Visibility
- D. Data Category Groups

Answer: C ([LEAVE A REPLY](#))

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NEW QUESTION: 62

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: D ([LEAVE A REPLY](#))

A case macro is a set of instructions that tells Salesforce how to update fields, send emails, and perform other tasks on a case. By creating a case macro that updates the case status to Waiting for Customer and sends an email to the case contact, agents can perform this step with one click and avoid forgetting it. Verified Reference: Salesforce Help: Macros

NEW QUESTION: 63

Managers at Cloud Kicks often need to update the Case Type field for up to 75 cases at one time using list views.

Which Service Console productivity tool should a consultant recommend?

- A. Run a macro on each case.
- B. Use a mass Quick Action.
- C. Use a keyboard shortcut.

Answer: B ([LEAVE A REPLY](#))

For managers at Cloud Kicks who need to update the Case Type field for multiple cases at once using list views, utilizing a mass Quick Action is the recommended Service Console productivity tool. Mass Quick Actions allow users to make updates to multiple records simultaneously from a list view, streamlining the process of updating case information and enhancing efficiency in case management workflows.

NEW QUESTION: 64

Support Managers have requested the ability to provide real-time feedback to Agents during customer chat sessions.

What feature should a consultant configure to meet this requirement?

- A. Push Notifications
- B. Case Feed
- C. Omni-channel Supervisor
- D. Next Best Actions

Answer: C ([LEAVE A REPLY](#))

Omni-channel Supervisor is a feature that allows managers to monitor the performance and activity of agents and queues in real time. Managers can view metrics such as agent status, workload, capacity, and chat transcripts. Managers can also provide real-time feedback to agents during customer chat sessions by sending private messages or coaching requests. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Omni-Channel Supervisor Overview

NEW QUESTION: 65

Universal Containers has recently implemented a new CTI system, Knowledge base, and Einstein Chatbots to interact with customers. The VP of support and services has asked for additional system improvements to facilitate customer self-service.

What should the consultant recommend?

- A. Have customers search the Knowledge base for solutions.
- B. Provide a toll-free customer support phone number.
- C. Create an Experience Cloud site for customers.

Answer: C ([LEAVE A REPLY](#))

An Experience Cloud site can serve as a self-service customer portal, providing access to a knowledge base, support resources, and community forums where customers can find answers, log cases, and interact with each other and the organization. This solution aligns with the goal of facilitating customer self-service and complements the existing CTI system, Knowledge base, and Einstein Chatbots.

NEW QUESTION: 66

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. Define case escalation rules
- B. Create a Case Macro
- C. Configure flow Builder /Process Builder
- D. Activate a validation rule

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 67

Cloud Kicks has recently started using Entitlements within its support process. Service agents are selecting entitlements with similar names that are incorrectly associated with the account assigned on the case.

What should a consultant recommend to meet the requirements and help service agents?

- A. Enable lookup filters.
- B. Configure a Quick Action.
- C. Set OWD sharing to Private.

Answer: ([SHOW ANSWER](#))

Lookup filters can be used to restrict the Entitlements that service agents can select based on specific criteria, such as the account associated with the case. By enabling lookup filters, Cloud Kicks can ensure that agents are only presented with relevant entitlements, reducing the risk of selecting incorrect entitlements and improving the support process's efficiency.

NEW QUESTION: 68

Universal Containers (UC) receives partner data in Excel format. The Excel data is all text, but needs to be imported into existing Salesforce Date, Number, and Text fields.

Which three best practices should a consultant recommend?

Choose 3 answers

- A. Install the Data Quality Analysis Dashboards from the AppExchange.
- B. Import the records and create a workflow rule to change the data type.
- C. Import the records and use Duplicate Management.
- D. Deduplicate the data before importing into Salesforce.
- E. Standardize all rows to match Salesforce data types.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 69

Universal Containers (UC) has regional contact centers around the world. UC has implemented Service Cloud with the organization wide default for Cases set to Private. The UC role hierarchy is set up by region. Support managers want to see support metrics for their region by default. UC needs a scalable solution.

Which strategy should a consultant recommend?

- A. Create a dashboard using Reporting Snapshots.
- B. Create a dashboard for each support manager.
- C. Create a Dynamic Dashboard.

Answer: ([SHOW ANSWER](#))

For a scalable solution that allows support managers to see regional support metrics by default, creating a Dynamic Dashboard is advisable. Dynamic Dashboards display data according to the viewer's access permissions and role hierarchy, enabling each support manager to view metrics specific to their region automatically, without the need for multiple individual dashboards.

NEW QUESTION: 70

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 71

Universal Containers has been testing an updated Service Console in a sandbox and is ready to move it to Production.

Which deployment solution should a consultant use?

- A. Change Sets
- B. Mass Transfer Records
- C. Data Loader
- D. Manual configuration

Answer: A ([LEAVE A REPLY](#))

Change Sets are the deployment solution that a consultant should use to move an updated Service Console from a sandbox to Production. Change Sets are collections of metadata components that can be deployed from one Salesforce org to another. Change Sets can be used to deploy the configuration settings for the Service Console, such as the app definition, the page layouts, the tabs, the components, the utility bar, or the navigation rules. Change Sets can also be used to deploy other related components, such as objects, fields, profiles, permissions, workflows, or reports. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Change Sets Overview

NEW QUESTION: 72

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. Incident Management
- B. Workforce Engagement
- C. Field Service Management

Answer: A ([LEAVE A REPLY](#))

Incident Management in Salesforce is designed to provide visibility and coordination during service disruptions or issues. For Ursa Major Solar, this feature would allow service agents, operations teams, and customers to have a centralized view and updates on power outages or service issues, facilitating communication and resolution efforts across all stakeholders involved in the incident.

NEW QUESTION: 73

The contact center at Universal Containers offers support through phone, email, public website, and a Community. The contact center manager wants to demonstrate the success of recent self-service initiatives to executive management. Which two reports should the contact center manager present to executive management? Choose 2 answers

- A. Number of Knowledge articles created each month.
- B. Average call handle time by team.
- C. Number of cases closed by self-service users.
- D. Number of cases created using Communities by month.

Answer: C,D ([LEAVE A REPLY](#))

NEW QUESTION: 74

The Universal Containers sales team has been so successful in signing new customers that the support team is unable to provide same-day customer assistance.

What should a consultant recommend to address this problem?

- A. Add more support phone lines.
- B. Ask sales reps to respond to support Cases
- C. Provide a self-help Customer Community.
- D. Limit Customers to 5 Cases per day.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 75

vp of service at universal containers wants to make it easier and faster for support reps to send knowledge articles to customers. What should a consultant configure to satisfy this request ?

- A. create a lightning email template to send article to customer
- B. create a workflow email alert to send the article to the customer
- C. create an auto response rule to send the article to the customer
- D. Create a macro to send an email with the article to customer

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 76

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

Answer: ([SHOW ANSWER](#))

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.

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NEW QUESTION: 77

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

Answer: D (LEAVE A REPLY)

Path for Cases is a feature that can allow a tier 2 service representative to take over case processing from tier 1 and know how far tier 1 had progressed in troubleshooting. Path for Cases is a feature that allows administrators to define the key stages and steps for resolving cases in Salesforce. Path for Cases can help agents track the progress of each case and see the guidance and tips for each stage.

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

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

NEW QUESTION: 78

A consultant has been hired to integrate a client's phone system with Salesforce.

What should the consultant consider using for this integration?

- A. Service Cloud Call Center
- B. Lightning Dialer
- C. Service Cloud Softphone Layout

Answer: A (LEAVE A REPLY)

When integrating a client's phone system with Salesforce, using the Service Cloud Call Center (also known as Salesforce Call Center) is recommended. This feature facilitates the integration of telephony systems with Salesforce, enabling agents to manage calls directly within the Service Cloud interface, enhancing efficiency and providing a unified customer service experience.

NEW QUESTION: 79

When Service Reps view a Case, they often need to see the Case History of other Cases for that same Account. How should a Consultant configure the Lightning Service Console to support this requirement?

- A. Account tabs and Cases tab
- B. Case tabs with Account subtabs
- C. Account tab with Cases related list
- D. Account tabs with Case Subtabs

Answer: D (LEAVE A REPLY)

The Lightning Service Console is a user interface that allows you to manage multiple records on one screen and quickly access important information. You can use tabs and subtabs to organize your records and switch between them easily. To meet the requirement of viewing the case history of other cases for the same account when viewing a case, you can use account tabs with case subtabs. This means that you open an account record as a primary tab and then open related cases as subtabs under that account tab. This way, you can see all the cases for that account on one screen and compare their case histories. Verified Reference: [Tabs and Subtabs in Lightning Console Apps]

NEW QUESTION: 80

To help service agents more accurately respond to a new case, Universal Containers wants a list of relevant Knowledge articles displayed on the Case record page.

How should a consultant configure this requirement?

- A. Add the Knowledge related list to the Case record page.
- B. Add the Knowledge component to the Case record page.
- C. Add the Knowledge tab to the Service Console.

Answer: B (LEAVE A REPLY)

To assist service agents in finding relevant Knowledge articles for new cases, adding the Knowledge component to the Case record page in the Lightning Service Console is recommended. This component dynamically suggests articles based on case details, aiding agents in providing accurate and efficient responses.

NEW QUESTION: 81

Cloud Kicks wants to standardize its service KPIs for response time and first case closure rates.

Individual service agents, team leaders, regional directors, and the VP of service should see the same KPIs calculated using only the data the user can access.

What is the recommended running user to meet the requirements?

- A. Let the dashboard viewers choose
- B. The user creating the dashboard
- C. The VP of service
- D. The dashboard viewer

Answer: D (LEAVE A REPLY)

The dashboard viewer is the recommended running user to meet the requirements of standardizing the service KPIs for response time and first case closure rates. The dashboard viewer is a setting that

allows the dashboard to display data according to the security settings of the user who is viewing it. This means that each user will see the same KPIs calculated using only the data they can access.

Verified Reference: : [https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.dashboards_running_user.htm&type=5)

[id=sf.dashboards_running_user.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.dashboards_running_user.htm&type=5) : [https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.dashboards_dynamic.htm&type=5)

[id=sf.dashboards_dynamic.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.dashboards_dynamic.htm&type=5)

NEW QUESTION: 82

Universal Containers is using WhatsApp to provide support to customers in Service Console. Agents would like to preview PDFs sent by customers from the chat window.

What should a consultant recommend?

- A. Download the PDFs from the chat.
- B. Use File Preview in the chat.
- C. Ask the customer to send the PDF via email.

Answer: (SHOW ANSWER)

To enable agents to preview PDFs sent by customers from the chat window, using File Preview within the chat function is recommended. This feature allows agents to quickly view the content of PDF files directly within the chat interface, without the need to download the files. This improves efficiency and response times, as agents can assess and address customer queries more rapidly based on the content of the PDFs.

NEW QUESTION: 83

A Service Rep transfers a Live Agent Chat to another Rep.

Which two things will happen?

- A. The Customer is shown the new Rep's name
- B. Both Service Reps can chat with the customer
- C. The chat transcripts and case are transferred
- D. The Customer doesn't know they were transferred

Answer: A,C (LEAVE A REPLY)

When a service rep transfers a live agent chat to another rep, the customer is shown the new rep's name in the chat window. This helps the customer know who they are talking to and avoid confusion. The chat transcripts and case are also transferred to the new rep, so they can see the previous conversation history and case details. This helps the new rep understand the customer's issue and provide a seamless service experience. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Transfer Chats

NEW QUESTION: 84

To help Service Agents more accurately respond to Cases, Universal Containers want a list of relevant Articles displayed on the Case record page.

How should a consultant configure this requirement?

- A. Add the Knowledge Component to the Case record page.
- B. Add the Knowledge tab to the Service Console.

- C. Add Knowledge Data Categories to each Case.
- D. Add the Knowledge related list to the Case record page.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 85

A service agent is in a messaging session with a customer. The customer abruptly stops responding after 30 minutes.

What should the agent do next?

- A. End the messaging session with the customer.
- B. Mark the messaging session as customer Inactive.
- C. Leave the messaging session with the customer open.

Answer: A ([LEAVE A REPLY](#))

In situations where a customer stops responding during a messaging session, it's practical for service agents to end the session after an appropriate wait time. This action helps in managing agent workload efficiently and ensures that resources are allocated to active engagements. Ending the session also allows for proper session management and reporting, contributing to accurate metrics on customer interactions.

NEW QUESTION: 86

Universal Containers wants to notify support managers when a new case has been untouched for more than 2 business hours.

Which approach should a consultant implement?

- A. Establish Case Assignment rules.
- B. Create a Flow with a scheduled path.
- C. Configure Case Escalation rules.

Answer: ([SHOW ANSWER](#))

Case Escalation Rules can be configured to escalate cases that have not been touched within a specified timeframe, such as 2 business hours. This ensures that support managers are notified when a case remains untouched beyond the set threshold, allowing for timely intervention and improved case management.

NEW QUESTION: 87

Cloud Kicks (CK) recently implemented Knowledge Centered Support to improve the expertise of its agents. The pilot focused on creating articles for the most common support topics. After the pilot, customer satisfaction has improved and average call time has decreased. To continue improving KPIs, CK wants to know where to focus its efforts next.

Which Knowledge dashboard should a consultant use?

- A. Most Revised Articles
- B. Search Activity Gaps
- C. Top Articles sorted descending
- D. Most Linked Articles

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 88

The contact center at Universal Containers wants to reduce call volume and resolution time within Service Cloud.

Which solution should a consultant recommend?

- A. Email-to-Case
- B. Chat with an agent
- C. Knowledge base

Answer: C ([LEAVE A REPLY](#))

To reduce call volume and resolution time within Service Cloud, implementing a comprehensive Knowledge base is recommended. Providing customers with access to self-service information through Knowledge articles enables them to find answers to common questions independently, reducing the need for direct contact with service agents and improving overall service efficiency.

NEW QUESTION: 89

Service agents at Cloud Kicks frequently encounter duplicate cases from the same customers in different channels.

Management would like to provide a method for service agents to handle duplicates and delete one of the cases.

Which action should a consultant recommend?

- A. Enable Case Merge.
- B. Set up duplicate rules on Case.
- C. Create an autolaunched Flow,

Answer: A ([LEAVE A REPLY](#))

To address the issue of duplicate cases from the same customers in different channels, enabling the Case Merge feature is recommended. This allows service agents to easily identify and merge duplicate cases, ensuring a consolidated view of customer issues and preventing redundant work.

NEW QUESTION: 90

How should a Consultant provide Suggested Article functionality to Lightning Service Console users?

- A. Add the Knowledge Component to the Service Console.
- B. Add the Knowledge tab to the Console app.
- C. Create email templates with Knowledge Articles attached.
- D. Add the Suggested Article widget to the Case page layout.

Answer: A ([LEAVE A REPLY](#))

The Knowledge component is a Lightning component that displays relevant articles on the case record page based on the case information. Agents can use the component to search for articles, attach articles to cases, view article details, and provide feedback on articles. The Knowledge component provides suggested article functionality to Lightning Service Console users by automatically

recommending articles that match the case subject, description, or data categories. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Use the Lightning Knowledge Component

NEW QUESTION: 91

Cloud Kicks (CK) has recently started using Entitlements within its support process. However, CK has found many cases with inaccurate data. As many Entitlements are similarly named, service agents are selecting Entitlements that are not associated with the Account assigned on the Case.

What is the recommended method to meet the requirements?

- A. Lookup Filter
- B. Auto-Add Milestones
- C. Cross-Object Formula
- D. Approval Process

Answer: A ([LEAVE A REPLY](#))

A Lookup Filter is the recommended method to meet the requirement of preventing service agents from selecting entitlements that are not associated with the account assigned on the case. A Lookup Filter is a type of filter that restricts the values and records that are available in a lookup field based on criteria and conditions. A Lookup Filter can be used to limit the entitlements that are available in the Entitlement Name lookup field on the case page layout based on the Account Name field value. This way, service agents can only select entitlements that belong to the same account as the case. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Define Lookup Filters

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NEW QUESTION: 92

Cloud Kicks (CK) recently implemented Knowledge Centered Support to improve the expertise of its agents. The pilot focused on creating articles for the most common support topics. After the pilot, customer satisfaction has improved and average call time has decreased. To continue improving KPIs, CK wants to know where to focus its efforts next.

Which Knowledge dashboard should a consultant use?

- A. Most Revised Articles
- B. Most Linked Articles
- C. Top Articles sorted descending
- D. Search Activity Gaps

Answer: D ([LEAVE A REPLY](#))

Search Activity Gaps is a Knowledge dashboard that a consultant should use to know where to focus its efforts next after implementing Knowledge Centered Support. Search Activity Gaps shows the number of searches that returned no results, no articles, or no clicked articles. This can help identify the topics or keywords that need more or better articles to satisfy customer needs. Verified

Reference: : [https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.knowledge_dashboard_search_activity_gaps.htm&type=5)

[id=sf.knowledge_dashboard_search_activity_gaps.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.knowledge_dashboard_search_activity_gaps.htm&type=5) :

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

NEW QUESTION: 93

The support manager at Universal Containers wants to improve visibility to cases across the organization and has decided that product managers should be more involved in the case management process. The support manager has created predefined case teams for each product and trained support agents to add the appropriate case team to each case.

Which solution allows product managers to quickly see and review the cases that are created for their products?

- A. Configure a Case list view filtered by My Cases.
- B. Configure a Case related list on the Product page layout.
- C. Configure a Case list view filtered by My Case Teams.

Answer: (SHOW ANSWER)

Configuring a Case list view filtered by "My Case Teams" allows product managers to quickly see and review cases associated with their product teams. This solution leverages the predefined case teams for each product, making it easy for product managers to filter and access relevant cases, improving visibility and involvement in the case management process.

NEW QUESTION: 94

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

What is the recommended solution to meet the requirements?

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

Answer: C (LEAVE A REPLY)

For a B2C company looking to decrease service costs and modernize how customers pay invoices and update contact information, implementing Experience Cloud with payment processing capabilities is recommended. This solution provides a secure, online platform where customers can manage their accounts, make payments, and update personal information, eliminating the need for paper-based processes. This digital transformation streamlines operations, improves customer convenience, and reduces service costs associated with manual, paper-based tasks.

NEW QUESTION: 95

Universal Containers wants to offer its customers interactive chat as well as case processing.

The same team of service agents will be handling both types of communication from customers. Which solution should a consultant recommend to ensure that service agents are only assigned an appropriate number of issues?

- A. Case assignment rules
- B. Omni-Channel
- C. Case team

Answer: B (LEAVE A REPLY)

To ensure service agents handling both chat and case processing are assigned an appropriate number of issues, Omni-Channel is the solution. Omni-Channel's capacity management features ensure that agents are not overloaded with work items, maintaining a manageable workload and improving efficiency and response times.

NEW QUESTION: 96

Cloud Kicks customers need a method to create cases without a login. Managers are concerned that public options will increase the number of spam cases created.

What is the recommended option to prevent the creation of spam cases?

- A. Web-to-Case with Einstein Case Classification
- B. Web-to-Case with reCAPTCHA enabled
- C. On-Demand Email-to-Case Threading

Answer: B (LEAVE A REPLY)

To address concerns about spam cases without requiring customer login, implementing Web-to-Case with reCAPTCHA is recommended. reCAPTCHA adds a layer of security, verifying that case submissions are made by humans and not automated spam bots. This effectively reduces spam while maintaining accessibility for genuine customers to submit cases, balancing security with user convenience.

NEW QUESTION: 97

Cloud Kicks (CK) uses Lightning Knowledge and has set up Data Categories. CK uses Data Category Visibility to control access based on products and geographic location. The Service Cloud administrator plans to enable "Use standard Salesforce sharing" in Sharing Settings under Knowledge Setting.

Which consideration should the administrator be aware of when making this change?

- A. Data Category Visibility of Custom overrides Organization-Wide Sharing Default access.
- B. Data Category Visibility of All Categories provides Public Read/Write access.
- C. Data Category Visibility of AM Categories provides Public Read Only access.
- D. Data Categories no longer control access to articles.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 98

Support is divided by product line at AW Computing. Each product line has its own support reps, queue, articles, and record types. Support reps only work within their product line. To help standardize

communications with customers, the support administrator would like to implement quick texts. Quick texts are unique to each product line.

How should the administrator ensure support reps only have access to quick texts for their specific product line?

- A. Set the organization-wide default to Private and create sharing rules to share with roles.
- B. Create a folder for each product line and share them with the specific users.
- C. Add a permission set for Read access to the appropriate product line.
- D. Assign the quick texts to Data Categories with access to the appropriate profiles.

Answer: B (LEAVE A REPLY)

In scenarios where support reps need access to quick texts specific to their product line, creating a folder for each product line and sharing them with the respective users is an efficient solution. This approach allows for the organization and segregation of quick texts relevant to each product line, ensuring reps have access to only the resources pertinent to their area of support. This method enhances the efficiency and relevance of communications with customers by providing tailored responses.

NEW QUESTION: 99

The support manager at Universal Containers wants to see monthly historical metrics for first-call resolution by call center.

Which analytics solution should the consultant recommend?

- A. Case report grouped by Call Center
- B. Case History report grouped by Call Center
- C. Dynamic Dashboard grouped by Call Center

Answer: (SHOW ANSWER)

A Dynamic Dashboard enables personalized data visualization for each viewer based on their Salesforce role or user specifics. For tracking first-call resolution by call center, a Dynamic Dashboard can be configured to display monthly historical metrics relevant to each call center. This approach allows the support manager to view data specific to each call center, ensuring the metrics are accurate and tailored to the manager's needs for analysis and decision-making.

NEW QUESTION: 100

Universal Containers email policy requires that all email traffic remain within its firewall. Currently, the company has 200 support agents handling email from five different time zones.

Which solution should a consultant recommend?

- A. Web-to-Case
- B. Email-to-Case
- C. Salesforce for Outlook
- D. On-Demand Email-to-Case

Answer: (SHOW ANSWER)

Email-to-Case is a solution that can meet the requirement of Universal Containers' email policy that requires all email traffic to remain within its firewall. Email-to-Case allows administrators to set up an

email service that runs on their own servers and converts email messages into cases in Salesforce. Email-to-Case does not require any email messages to be sent or received outside the company's firewall, unlike On-Demand Email-to-Case. Verified Reference: :

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

https://help.salesforce.com/s/articleView?id=sf.case_email_email2case.htm&type=5

NEW QUESTION: 101

AW Computing sells and supports personal computers and printers. There are times when support reps are unable to solve the customer's product issues over the phone. In those instances, the customer ships the product back to AW Computing for servicing.

What should be implemented to ensure the repairs are completed in a timely manner by technicians with the appropriate skill set?

- A. Service requests are assigned to the technician using Omni-Channel.
- B. Service requests are assigned to a queue where the technician can accept it.
- C. Service requests are assigned by the support reps to the technician.
- D. Service requests are scheduled using Salesforce Field Service.

Answer: (SHOW ANSWER)

NEW QUESTION: 102

Cloud Kicks is preparing to support customers through SMS text messaging and WhatsApp. Support agents will need to easily switch between multiple customer conversations. Which two features will help meet the requirements?

Choose 2 answers

- A. Social Customer Service
- B. Service Console
- C. Messaging
- D. Chat

Answer: B,C (LEAVE A REPLY)

Service Console and Messaging are two features that will help meet the requirements for supporting customers through SMS text messaging and WhatsApp. Service Console is a customized interface that allows agents to manage multiple customer interactions in one place, switch between different channels, and access relevant information and tools. Messaging is a feature that enables agents to communicate with customers through SMS text messaging and WhatsApp from within Service Cloud, using predefined templates, quick replies, emojis, and attachments. Verified Reference: : Service Console Overview : : Messaging Overview

NEW QUESTION: 103

Universal Containers (UC) has a policy that requires all email traffic to remain within its firewall. UC receives up to 2,000 cases per day, some of which include large email attachments from customers. When implementing Salesforce in this scenario, which solution should a consultant recommend?

- A. Email relay

B. On-Demand Email-to-Case

C. Email-to-Case

Answer: C (LEAVE A REPLY)

Email-to-Case is the recommended solution for Universal Containers to manage email traffic within its firewall. Unlike On-Demand Email-to-Case, which routes emails through Salesforce servers, Email-to-Case allows emails to be processed directly by the organization's email server, adhering to UC's policy of keeping email traffic within its firewall, even when handling large attachments.

NEW QUESTION: 104

Universal Containers wants customers to have the ability to log cases with structured data and route based on urgency and product line.

How should a consultant accomplish this?

A. Standard Web-to-Case with assignment rules

B. Omni-Channel with prioritized queues

C. Standard Email-to-Case with assignment rules

Answer: A (LEAVE A REPLY)

To enable customers to log cases with structured data and route them based on urgency and product line, using Standard Web-to-Case with assignment rules is recommended. This feature allows for the creation of web forms that customers can fill out, which then become cases in Salesforce. Assignment rules can then be used to automatically route these cases to the appropriate teams or agents based on predefined criteria, ensuring efficient and relevant case handling.

NEW QUESTION: 105

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?

A. Extreme Programming

B. Lean Development

C. Scrum

D. Kanban

Answer: D (LEAVE A REPLY)

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

NEW QUESTION: 106

Universal Containers requires a scheduling solution that will allow Managers to coordinate service engineers across multiple Territories.

What solution should a consultant recommend?

- A. Field Service Lightning
- B. Lightning Console
- C. Salesforce Mobile App
- D. Employee Community

Answer: A (LEAVE A REPLY)

Field Service Lightning is a solution that enables managers to coordinate service engineers across multiple territories. It provides features such as scheduling, dispatching, routing, inventory management, and work order management. Verified Reference: :

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

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

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NEW QUESTION: 107

Service agents have reported that the Lightning Service Console is too crowded which makes it difficult to find the information they need. After reviewing the agents' console use, a consultant has determined that all configured features are required.

Given this scenario, which solution should a consultant suggest to improve the efficiency for console users?

- A. Train on keyboard shortcuts.
- B. Prepare macros.
- C. Create multiple console layouts.

Answer: C (LEAVE A REPLY)

Given that all features in the Lightning Service Console are required but users find it too crowded, creating multiple console layouts tailored to different user roles or tasks is recommended. This allows for the customization of the console's interface to display only the most relevant information and tools for each specific use case, improving efficiency and usability for console users.

NEW QUESTION: 108

Cloud Kicks wants to implement a solution that would hold service agents accountable for keeping customer service-level agreements (SLAs).

Which feature should a consultant use to meet this request?

- A. Service Contracts
- B. Salesforce Survey
- C. Entitlement process

Answer: C ([LEAVE A REPLY](#))

To hold service agents accountable for maintaining customer service-level agreements (SLAs), implementing an Entitlement Process is recommended. This feature allows for the definition and management of SLAs for each customer, providing a structured framework to monitor case handling against agreed service levels and ensuring agent accountability in meeting customer service commitments.

NEW QUESTION: 109

Cloud Kicks (CK) wants to increase the number of articles in its knowledge base while maintaining article quality. CK plans to allow all service agents to create articles.

What should the consultant recommend to create a vetting workflow to reduce the number of low-quality articles?

- A. Flow with notifications
- B. Reports and dashboards
- C. Approval process

Answer: C ([LEAVE A REPLY](#))

To maintain article quality while increasing the number of Knowledge articles, implementing an approval process for article creation is recommended. This process allows for the vetting of articles by subject matter experts or managers before publication, ensuring that only high-quality content is made available in the knowledge base.

NEW QUESTION: 110

universal containers is implementing a customer community using the customer service template. One of the requirements is for members to be able to find knowledge articles based on the product type. How should consultant satisfy this requirement

- A. Set the visibility to the data categories
- B. Utilize topic tags for each product type
- C. Define article types with sharing settings
- D. Enable suggested articles in the community

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 111

Universal Containers' IT policy prevents third-party software from being installed on employee computers. However, the VP of Service has asked that cases be automatically created from customer emails.

What solution should a consultant recommend?

- A. An AppExchange package
- B. On-Demand Email-to-Case

- C. web-to-Case
- D. Email-to-Case

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 112

Universal Containers wants to import an external knowledge base to Lightning Knowledge using the Knowledge Importer.

How should this be implemented?

Choose 2 answers

- A. Article Record Types must be created before the import.
- B. Each Article Record Type must be in a separate CSV.
- C. Article Record Types will be created as part of the import.
- D. Multiple Article Record Types can be imported in the same CSV.

Answer: A,B ([LEAVE A REPLY](#))

Article record types are record types that define different types of articles in Lightning Knowledge, such as FAQs, How-Tos, Policies, etc. They determine which fields, page layouts, and actions are available for each article type. To import an external knowledge base to Lightning Knowledge using the Knowledge Importer, you need to create article record types before the import and have each article record type in a separate CSV file. The CSV file name must match the article record type name exactly. Verified Reference: [Import Articles into Lightning Knowledge]

NEW QUESTION: 113

Universal Containers wants to provide its resellers a secure portal where they can share their customer accounts, submit and track the status of their cases, and view reports and dashboards.

Which solution should a consultant recommend?

- A. Employee Community
- B. Partner Experience site
- C. Customer Experience site

Answer: B ([LEAVE A REPLY](#))

For providing resellers with a secure portal to share customer accounts, submit and track cases, and view reports, implementing a Partner Experience site is recommended. This solution offers a collaborative platform tailored for partners, enhancing communication, case management, and access to vital information, strengthening the partnership ecosystem.

NEW QUESTION: 114

Ursa Major Solar provides onsite support for customers' solar panels. Dispatched technicians work in a specific geography during set hours of the day. Managerrefit wants to minimize the number of rescheduled appointments by ensuring technicians have the required products to complete repairs.

Which feature should a Service Cloud consultant recommend?

- A. Field Service Inventory
- B. Work Order Assignment

- C. Operating Hours and Shifts
- D. Service Appointment Bundling

Answer: A (LEAVE A REPLY)

Field Service Inventory is a feature that allows technicians to track and manage the products they need to complete their work orders. It also helps managers to optimize inventory levels and replenishment across warehouses and service vehicles. By using Field Service Inventory, Ursa Major Solar can ensure that technicians have the required products to complete repairs and minimize the number of rescheduled appointments

NEW QUESTION: 115

A business to consumer (B2C) company wants to decrease service costs and improve customer relationship currently, customers pay invoices and update their contact information by mailing paper payslips back to company.

What is the recommended solution to meet the requirements?

- A. Field Service with Integrated Payments
- B. Experience Cloud with Customer Account Portal template
- C. Einstein Bots with Credit Card Payments
- D. Service Cloud Voice with Tele-pay

Answer: D (LEAVE A REPLY)

Experience Cloud with Customer Account Portal template is the recommended solution to meet the requirements of reducing service costs and improving customer relationship by allowing customers to pay invoices and update their contact information online. Experience Cloud is a product that allows you to create branded online portals for your customers, partners, or employees. Experience Cloud sites can provide self-service resources, such as knowledge articles, FAQs, forums, and case management. Customer Account Portal is a template that provides a pre-built site for customers to access their account information, such as invoices, payments, orders, contracts, or contact details. Customers can also update their profile, preferences, or communication settings from the site. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Experience Cloud Overview, Customer Account Portal Template Overview

NEW QUESTION: 116

Which approach should a consultant use to ensure that Lightning Knowledge searches only display articles for a service agent's product specialization?

- A. Create a data category for each product. Assign data categories to service agents.
- B. Create an article action for each record type. Assign record types to service agents.
- C. Create a permission set for each record type. Assign permissions to service agents.

Answer: (SHOW ANSWER)

Creating a data category for each product and assigning these categories to service agents based on their product specialization ensures that agents only see relevant articles during Lightning Knowledge searches. This approach streamlines access to information and enhances support efficiency for specific product lines.

NEW QUESTION: 117

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. Chat
- B. Web-to-case
- C. Email-to-case
- D. Social Customer Service

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 118

Cloud Kicks' service agents frequently receive requests for order updates. All order information is managed by a separate cloud-based enterprise resource planning (ERP) system. Agents currently jump between applications to search for these details and have asked if this process can be improved. Which approach should the consultant recommend to streamline the process?

- A. Create a dynamic action that launches the ERP system with a deep link to the order locator.
- B. Use Salesforce Connect and External Objects to represent this information in Salesforce.
- C. Create a batch integration process that runs hourly to pull all order updates into Salesforce.

Answer: B ([LEAVE A REPLY](#))

Salesforce Connect with External Objects is the optimal solution for integrating Cloud Kicks' Salesforce environment with the ERP system. This approach allows real-time access to order information directly within Salesforce, without storing the data in Salesforce, thereby streamlining the process for service agents and improving their efficiency in handling customer requests for order updates.

NEW QUESTION: 119

A Contact Center Manager is implementing a new customer care program and wants to specifically measure customer loyalty.

Which three measures satisfy this requirement? Choose 3 answers

- A. customer satisfaction Survey
- B. Customer Purchase History
- C. Customer Support Requests
- D. Net promoter Score
- E. Service Level Agreement

Answer: ([SHOW ANSWER](#)**)**

Customer satisfaction survey, Net promoter score, and Service level agreement are measures that can be used to specifically measure customer loyalty. Customer satisfaction survey is a method of collecting feedback from customers about their satisfaction with a product, service, or experience. Customer satisfaction survey can help measure customer loyalty by indicating how happy customers are with the company and how likely they are to continue doing business with them. Net promoter score is a metric that measures the willingness of customers to recommend a company's products or

services to others. Net promoter score can help measure customer loyalty by indicating how loyal customers are to the company and how likely they are to refer new customers to them. Service level agreement is a contract that defines the level of service that a customer expects from a provider, such as response time, resolution time, availability, or quality. Service level agreement can help measure customer loyalty by indicating how well the company meets the customer's expectations and how satisfied the customer is with the service. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Measure Customer Satisfaction, Net Promoter Score Overview, Set Up and Manage Entitlements and Milestones

NEW QUESTION: 120

Universal Containers wants to ensure the contracted service level requirements for its clients are being met. What should be configured to meet this requirement?

- A. Entitlement processes, contract line items, milestones, and entitlements
- B. Entitlement processes, contracts, milestones, and milestone actions
- C. Entitlement processes, contracts, contract line items, and entitlements
- D. Entitlement processes, milestones, milestone actions, and entitlements

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 121

Cloud Kicks is planning a Service Cloud implementation to reduce the time spent and improve the quality of agent messaging sessions with customers. After discussions with leadership and the customer service team, the consultant determines that the biggest gains with the least amount of effort for configuring a standard Einstein for Service feature are from automating standard responses. Which feature meets this requirement most effectively?

- A. Einstein Reply Recommendations
- B. Einstein Article Recommendations
- C. Einstein Case Wrap-Up

Answer: A ([LEAVE A REPLY](#))

Einstein Reply Recommendations use AI to suggest responses to agents during messaging sessions, automating standard replies and improving efficiency. This feature helps reduce the time spent by agents on crafting responses, thereby enhancing the quality of customer interactions with minimal configuration effort.

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NEW QUESTION: 122

service representatives are complaining that their lightning service console is too crowded Making it difficult to find tab and features required. After reviewing service console all configured features are required.

- A. Define criteria-based record page components
- B. Create multiple console layouts
- C. Configure Macros
- D. Enable keyboard shortcuts

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 123

What should the consultant consider when implementing Salesforce Chat functionality in a new Service Cloud instance?

- A. It should be deployed with Experience Builder.
- B. It is incompatible with Einstein Bots.
- C. It should be routed via Omni-Channel,

Answer: C ([LEAVE A REPLY](#))

When implementing Salesforce Chat functionality, it's important to integrate it with Omni-Channel for routing. This ensures that chat requests are distributed based on agent availability and workload, aligning with overall service channel management and ensuring efficient handling of customer inquiries.

NEW QUESTION: 124

Universal Containers (UC) plans to implement a chatbot within its healthcare division to increase case deflection, reduce wait times, and save agents time so they can work on more complex issues. The UC stakeholder has raised a risk about the Health Insurance Portability and Accountability Act (HIPAA) and other common compliance standards when using chatbots.

What should a consultant do to address the risk?

- A. Conduct a discovery session with the stakeholder to ensure the voice and tone of the bot meet the required healthcare compliance standards.
- B. Share information about bot security, availability, and confidentiality of healthcare data found on Salesforce Trust and Einstein Platform Compliance.
- C. Create a bot in the production org and use the information captured in Conversation Logs to confirm that no healthcare data was discussed.

Answer: B ([LEAVE A REPLY](#))

Addressing compliance concerns, particularly with HIPAA, involves demonstrating the security measures and data handling protocols Salesforce employs. Sharing detailed information about how Salesforce and its Einstein Platform ensure the security, availability, and confidentiality of healthcare data helps mitigate risks and assures stakeholders of compliance with regulatory standards.

NEW QUESTION: 125

Universal Containers is migrating from Knowledge to Lightning Knowledge using the Lightning Knowledge Migration Tool and noticed that none of the article file attachments were migrated. How can a consultant migrate the file attachments?

- A. Use the Files Related List on each article to add files to the articles.
- B. Use the Lightning Knowledge Migration Tool and choose 'include files'.
- C. Upload the files as Documents, then relate them to the migrated articles.

Answer: A ([LEAVE A REPLY](#))

When migrating to Lightning Knowledge, file attachments from Classic Knowledge articles do not automatically transfer. To migrate these file attachments, consultants can manually add files to the corresponding Lightning Knowledge articles using the Files Related List. This approach ensures that all relevant attachments are associated with the correct articles, maintaining the integrity and usefulness of the Knowledge base post-migration.

NEW QUESTION: 126

universal containers wants to unify channels and manage agent workload with omni-channel routing.what required step should a consultant address before configuring omni channel ?what required step should a consultant address before configuring omni channel ?

- A. create the necessary objects in SF
- B. From setup select omnichannel and select enable omni channel
- C. Create SF cases to have omni channel enabled
- D. customize service channel settings to define how the org receives work various sources

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 127

Support managers have requested the ability to provide real-time feedback to agents during customer chat sessions.

Which feature should a consultant configure to meet this requirement?

- A. Chatter
- B. Omni-Channel Supervisor
- C. Flow Orchestrator

Answer: B ([LEAVE A REPLY](#))

To enable support managers to provide real-time feedback to agents during customer chat sessions, configuring Omni-Channel Supervisor is advised. This feature allows supervisors to monitor active chat sessions, providing an opportunity to offer immediate guidance and feedback to agents, enhancing the quality of customer interactions.

NEW QUESTION: 128

Universal Containers (UC) wants to schedule for repair service when an agent is unable to solve the customer's problem via the call center.

What functionality should a consultant recommend to satisfy the UC's need?

- A. omni Channel

- B. Contact Request
- C. Field Service
- D. Mobile Connect

Answer: C (LEAVE A REPLY)

Field Service is a Salesforce product that enables companies to manage work orders, service appointments, service resources, and service territories. It also provides features such as scheduling optimization, mobile access, and offline support. Field Service is the recommended functionality for scheduling repair service when an agent is unable to solve the customer's problem via the call center. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Field Service Overview

NEW QUESTION: 129

Which feature should a Consultant recommend to allow a Tier 2 Service Representative to take over case processing from Tier1 and know how far Tier1 had progressed in troubleshooting?

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

Answer: C (LEAVE A REPLY)

Path for Cases is a feature that allows service reps to see where they are in the process of resolving a case and what steps they need to take next. Path for Cases displays key fields and guidance for each stage of the case lifecycle, such as New, Working, Escalated, or Closed. Path for Cases can help a Tier 2 service representative take over case processing from Tier 1 and know how far Tier 1 had progressed in troubleshooting by showing them the current status and values of the case. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Set Up Path for Cases

NEW QUESTION: 130

Universal Containers provides Customer Support for two separate business operations. The cases managed for each operation have different steps and fields.

Which three features could be implemented to support this? Choose 3 answers

- A. Omni-Channel
- B. Page Layouts
- C. Record Types
- D. Support Processes
- E. Article Types

Answer: (SHOW ANSWER)

Page layouts, record types, and support processes are features that can be implemented to support different case management steps and fields for two separate business operations. Page layouts control the layout and organization of fields, buttons, related lists, and other components on a record detail or edit page. Record types allow you to offer different business processes, picklist values, and page layouts to different users based on their profiles. Support processes define the picklist values for the

Status field on cases for each record type. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Page Layouts Overview, Record Types Overview, Support Processes Overview

NEW QUESTION: 131

Universal Containers has regional contact centers around the world. Support Managers have asked to see support metrics for their region by default.

Which two strategies should a consultant recommend?

- A. Dynamic dashboards
- B. Org wide default for cases set to private
- C. Case Object permissions set to create and read
- D. Dashboard folder sharing

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 132

Universal Containers wants to display a history of all of today's changes to a case in the order that occurred on a single page view. This requirement includes comments, emails, and edit to case fields. What tool should a consultant recommend to implement this requirement?

- A. Auto launch flow
- B. Salesforce Console for Service
- C. Visualforce custom page Questions & Answers PDF Page 6
- D. Process Builder

Answer: ([SHOW ANSWER](#)**)**

Salesforce Console for Service is a tool that can implement the requirement of displaying a history of all of today's changes to a case in the order that occurred on a single page view. Salesforce Console for Service is a workspace that allows agents to manage multiple cases and interactions on a single screen. It includes a feed-based layout that shows a history of all the changes to a case, such as comments, emails, and edits to case fields, in chronological order. Verified Reference: :

https://help.salesforce.com/s/articleView?id=sf.console2_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.console2_feed_based_layouts.htm&type=5

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