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NEW QUESTION: 1

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 freetext fields, and refresh sandboxes to ensure no data retention.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 2

Universal Containers wants to help customers resolve issues by browsing Knowledge articles and submitting a case if they need more Information.

What should the consultant recommend to meet the requirements?

- A. Create a self-service help Center
- B. Allow comments on Knowledge articles.
- C. Enable Chat in an Experience Cloud site.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 3

Service agents need to send emails with attachments to customers based on the case details.

Which Lightning Service Console feature should a consultant use to meet the requirement?

- A. Custom case actions
- B. Quick text template

C. Lightning Knowledge

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 4

Cloud Kicks wants to create a secure, branded mobile app that its Experience Cloud customers can use to create and track cases, see upcoming product announcements, and interact with other customers who have common interests.

Which mobile development option should the consultant recommend?

- A. Explain that community users can access the site through a web browser.
- B. Create two custom mobile apps, one for Apple and the other for Android.
- C. Use Salesforce Mobile Publisher to create a common app for both Apple and Android.

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

NEW QUESTION: 5

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 6

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 7

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. Open the Omni-Channel Supervisor tab.
- C. Debug Omni-Channel routing from Setup.

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

NEW QUESTION: 8

Universal Containers (UC) has created a new partner onboarding process that requires an agent to create 10 open activities that correlate to a step of the onboarding experience. UC typically adds 20 new partners a week. Creating activities is labor intensive and can take up to 20 minutes each to complete.

What is a cost-effective method for agents to create these activities?

- A. Leverage Einstein Case Wrap-Up.
- B. Execute a macro
- C. Navigate a Screen Flow.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 9

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 10

Cloud Kicks (CK) provides customized support based on product line and plans to expand from voice-only support. Support agents are certified on one or more specific product lines. CK would like to provide support through multiple channels. CK wants to ensure a consistent customer experience. Which solution should the consultant recommend to meet the requirements?

- A. Omni Channel with Queue-Based Routing
- B. Omni-Channel with Einstein Case Routing
- C. Omni-Channel with Capacity-Based Routing

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 11

Cloud Kicks provides support to customers in email, social, and chat channels. Managers want to find a way to improve service agent efficiency.

A recent study found agents spend a lot of time searching for articles, manually copying text from the article, and pasting it into responses.

What should a consultant recommend as a solution?

- A. Set up quick text options in the utility bar to add article links.
- B. Configure Lightning Knowledge component and related list actions.
- C. Configure Lightning Knowledge component to auto attach article PDF.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 12

Universal Containers has recently implemented an Experience Cloud site to allow its customers to create and update their cases online. Customers should only be able to access the cases where they are listed as the contact, including cases created by the their behalf. support team on What should a consultant recommend to meet the requirement?

- A.** A sharing rule to ensure record access is granted based on the Experience Cloud site user role hierarchy
- B.** An organization-wide default of Public Read/Write on the Case object
- C.** A sharing set to grant the Experience Cloud site user access to records associated to their Contact record

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 13

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 14

A business-to-consumer (B2C) company wants to decrease service costs. Currently, customers pay invoices and update their contact Information by mailing paper payslips back to the company. What is the recommended solution to meet the requirements?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 15

Cloud Kicks' development team must manage multiple projects that compete for limited resources. The team needs to change directions often and start urgent work quickly. Which step should a consultant recommend completing before beginning the build phase?

- A.** Test
- B.** Enablement

C. Design

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

NEW QUESTION: 16

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 17

Universal Containers has decided to implement a Web-to-Case form on its website so customers can submit support requests instead of calling the customer service center. The product owner has asked the consultant to create the implementation plan and research solutions.

What should the consultant do before creating an implementation plan?

- A. Review Einstein Conversation Mining for Web-to-Case.
- B. Review guidelines and limits for Web-to-Case.
- C. Review Service Setup Assistant for Web-to-Case.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 18

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 19

Cloud Kicks has a robust Service Cloud implementation for its customer service team. The software engineering team would like to track their projects within Salesforce.

Which solution should the consultant recommend?

- A. Install an AppExchange app.
- B. Enable Feed Tracking.
- C. Create a new Case record type.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 20

Cloud Kicks' customers use a proprietary ecommerce site to order customized shoes. While the shoes are being made, customers want to check their order status frequently.

Which method should the consultant recommend to provide automated self-service on an ecommerce site?

- A. Create an Einstein Bot.
- B. Configure a Visual Remote Assistant.
- C. Build a Screen Flow.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 21

Universal Containers is initiating a program to improve customer satisfaction. As part of the program, customers must be surveyed after the case is closed to ensure the customer is satisfied and the issue has been resolved.

Which solution should a consultant recommend to meet this requirement?

- A. Use Flow Builder to send an email to the customer.
- B. Use Escalation Rules to assign the case to a case queue.
- C. Use auto-response rules to send an email to the customer.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 22

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. Disable updates to the sandbox so the team can continue using the solution without the updates from the release.
- B. Postpone the release to the production org so the team can finish the project before the release is deployed.
- 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: ([SHOW ANSWER](#))

NEW QUESTION: 23

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

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

NEW QUESTION: 24

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 25

Universal Containers has created permission sets granting access to objects and fields in one of its sandboxes.

Following best practices, how should a consultant deploy these permission sets to production?

- A. Use Salesforce Workbench.
- B. Use a change set.
- C. Re-create them manually.

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

NEW QUESTION: 26

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

Which feature will provide the required level of access?

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

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

NEW QUESTION: 27

As part of a service improvement project, Cloud Kicks (CK) has implemented Knowledge management for its support agents. Several months after the implementation, CK management notices an inconsistency in reported customer satisfaction. Key performance Indicators (KPIs) show a decrease; however, many customers have provided testimonials about great support experiences.

Which KPI could help explain the disparity?

- A. Measure cases with and without articles attached based on case status.
- B. Measure cases with and without articles attached with high net promoter scores (NPS),
- C. Measure cases with and without articles attached with high CSAT scores.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 28

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 29

Universal Containers is considering a Knowledge-Centered Support (KCS) implementation.

Which benefit can be expected from KCS adoption?

- A. Reduced issue resolution time
- B. Reduced need for self-service
- C. Reduced administrative overhead

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 30

The support manager at Universal Containers wants to measure first-call resolution by channel, agent, and calendar month.

Which reporting solution should the consultant recommend?

- A. Create a joined report.
- B. Create a reporting snapshot.
- C. Create a report using Grouping.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 31

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. Configure Case Escalation rules.
- C. Create a Flow with a scheduled path.

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 32

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- C. Measure cases with and without articles attached with high CSAT scores.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 33

Cloud Kicks (CK) wants to provide its authenticated customers with a top-tier support experience. CK Ants 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. AppExchange package
- B. Messaging for Web
- C. Einstein Bots

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 34

Universal Containers (UC) needs to implement Service Cloud Voice. UC wants to protect its customers' sensitive data and ensure their privacy. UC also wants to use Voice calls for training purposes.

What should the consultant recommend?

- A.** Use Sensitive Data Rules to allow agents to Pause and Resume Voice Call recordings while sensitive information is exchanged.
- B.** Use Sensitive Data Rules to set Sharing Settings for the Voice Call record for the agent and the record owner.
- C.** Use Sensitive Data Rules to automatically mask sensitive information in Transcripts and Voice Call data.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 35

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.** Service Cloud Softphone Layout
- C.** Lightning Dialer

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 36

The support team at Cloud Kicks would like to implement a messaging tool to address common customer feedback and concerns. The support team also wants to extend their support capabilities.

What should the consultant recommend to meet the requirement?

- A.** Slack Connect
- B.** Service GPT
- C.** Einstein Bots

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 37

Universal Containers' support team requires its customers to submit their support inquiries via free form email (Outlook, Gmail, Yahoo, etc.).

Additional requirements are listed below:

- * Support attachments up to 25 MB per inquiry
- * Under 2,500 inquiries per day

Which configuration solution should a consultant recommend to meet these requirements?

- A.** On-Demand Email-to-Case
- B.** Heroku Connect
- C.** Email-to-Case

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 38

After migrating to Lightning Experience, users are complaining that they are unable to create a Knowledge article when closing a case.

How should the consultant resolve this issue?

- A. Add the Manage Salesforce Knowledge permission to the user's profile.
- B. Enable Read/Write/Create permissions for Knowledge articles.
- C. Inform users that the only way to create articles is from the Knowledge component.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 39

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 Email-to-Case with assignment rules
- B. Omni-Channel with prioritized queues
- C. Standard Web-to-Case with assignment rules

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 40

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. deg -Demand Email-to-Case
- B. Email-to-Case
- C. Email relay

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 41

Which advantage does Salesforce provide with the OpenCTI framework?

- A. Agents can run their softphone at the operating system level, embedded in the task bar or system tray.
- B. Agents can use telephony on a wide range of browsers and operating systems while only developing once.
- C. Developers can Integrate with any telephony platform available with minimal need for customization.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 42

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 43

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 44

Universal Containers (UC) is in the process of setting up Experience Cloud. UC needs to give customers access to their agreed upon response times via the portal.

Which solution should a consultant recommend?

- A. Service Contracts
- B. Maintenance Plans
- C. Milestones

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 45

Which feature should a consultant recommend to assign a case to a Tier 2 service queue so the Tier 2 service agent knows how far the Tier 1 service agent had progressed in troubleshooting the case?

- A. Path for Cases
- B. Case Comments
- C. Escalation Rules
- D. Slack message

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 46

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

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 47

Universal Containers (UC) is preparing to implement Service Cloud and wants to onboard its global support team. UC is gathering feedback from the support team about how they will use Service Cloud. Requirements gathering sessions have resulted in a large set of deliverables. What should a consultant recommend as the next step?

- A. Identify and prioritize the requirements for the minimum viable product.
- B. Prioritize the requirements based on requests from the regions.
- C. Prioritize the requirements based on the stakeholder who submitted them.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 48

Universal Containers wants to move articles from an old database to its new Salesforce Knowledge system. Many of the how-to articles include images that need to be transferred. What should a consultant consider when moving these images into Salesforce Knowledge?

- A. Change all images to JPEG files.
- B. Add images to an HTML file.
- C. Ensure each image is less than 25 MB.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 49

How should a consultant configure a report that shows the average number of days that Cases stay open?

- A. Use the standard Case age field on the report.
- B. Create a report snapshot of the number of open Cases each day.
- C. Create a formula field on Case to calculate the average age.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 50

The service team members at Cloud Kicks (CK) are struggling to collaborate with each other on Cases. CK also uses Slack internally. What should the consultant recommend?

- A. Create a case team workspace in Slack.

- B. Enable and configure Swarming in Slack.
- C. Configure a case notification Slackbot.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 51

Using the Lightning Service Console, how can a contact center manager see which service agents are currently available to accept new cases?

- A. Omni-Channel Supervisor tab
- B. Omni-Channel Analytics
- C. Omni-Channel Utility component

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 52

What is a consideration when adding a report chart to a Page Layout or a Lightning Record Page?

- A. The report must contain a chart.
- B. The report must have a standard Report Type.
- C. The report must be used on a Dashboard.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 53

A recent work task analysis for a service center revealed that service agents perform the same steps when closing a case and sending a survey through email. These steps take around 1 minute per case. With millions of cases closed each year, it is important to improve efficiency of this operation. What is a recommended Service Cloud feature that improves the process?

- A. Global Quick Action
- B. Macros
- C. Quick text

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 54

Metrics show that Universal Containers has a high call abandonment rate using Service Cloud Voice.

Which strategy should a consultant recommend?

- A. Set up self-service Knowledge.
- B. Set up escalation rules.
- C. Set up assignment rules and case queues.

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

NEW QUESTION: 55

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 56

Cloud Kicks will use the Salesforce Knowledge Article Importer to migrate existing articles from another knowledge base. The current knowledge base includes how-to guides written in HTML.

What is the recommended method to import the how-to guides into Salesforce Knowledge?

- A. Change the HTML format first to support subfields.
- B. Modify the import parameters to specify HTML encoding.
- C. Create an HTML file for each rich text area field.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 57

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](#))

NEW QUESTION: 58

Universal Containers (UC) recently expanded sales to Mexico and Canada

a. UC wants OmniChannel to route cases to agents who speak the customer's preferred language and have the right knowledge to solve the issue.

Which solution should a consultant recommend to meet the requirements?

- A. Configure Omni-Channel Skills-based Routing.
- B. Configure Case Assignment rule and Omni-Channel Supervisor.
- C. Configure Omni-Channel Queue-Based Routing.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 59

Cloud Kicks (CK) often needs to seek assistance within its organization to resolve cases with its customers. Sometimes, CK needs partners to engage as well. CK wants a solution that is the most effective for case communication while documenting the conversation history.

Which feature should the consultant recommend to meet the requirement?

- A. Use Slack for Service for Case Swarming.
- B. Use child Cases to interact with the partner.
- C. Send Email Quick Action to loop in the stakeholders.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 60

A customer submitted a case that is routed to a service desk agent at Universal Containers. After the agent responds to the case, they realize the customer is ineligible for support.

Which solution should the consultant recommend to prevent this scenario from happening in the future?

- A. Add the Case's Entitlement related list to the Case Lightning Record Page.
- B. Add the related Account's Entitlement related list to the Case Lightning Record Page.
- C. Add the related Contact's Entitlement related list to the Case Lightning Record Page.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 61

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 62

Universal Containers (UC) has a service-level agreement (SLA) with customers that requires an agent to take ownership of and respond to incoming cases within 2 hours of case creation.

Which best practice will help UC meet its SLA?

- A.** Use Flow Builder to assign a task to all members of a queue if a case remains unassigned to any agent within 1 hour.
- B.** Use case auto-response rules to send an email to support managers within 1 hour of case creation.
- C.** Assign cases to queues and use Escalation Rules to escalate cases that remain unassigned to an agent within 1 hour.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 63

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 64

Cloud Kicks has recently implemented two-way mobile messaging to increase the efficiency of the support team. The company uses key performance indicators (KPIs) to measure the success of the implementation.

Which metric should a consultant use to measure the effectiveness of two-way mobile messaging?

- A.** Average Handle Time
- B.** Total Open Cases
- C.** Reduced Call Volume

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 65

The call center manager at Universal Containers wants to generate daily reports to monitor agent productivity trends.

Which primary object should a consultant select to create a new Omni-Channel report type?

- A.** Assigned Work
- B.** Agent Detail
- C.** Agent Work

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 66

Cloud Kicks provides telephone support to customers. When creating a case, service agents frequently enter shipping postal codes from various countries around the world.

What is the recommended method to ensure accurate data is entered?

- A. Set up duplicate rule with matching rules.
- B. Create a cross-object formula.
- C. Configure validation rule with VLOOKUP.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 67

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 68

Universal Containers wants to reduce the clicks a customer support agent uses when working on a case. This includes the time it takes to create, resolve, and close the case.

Which Salesforce productivity feature should a consultant use to accomplish this requirement?

- A. Flow
- B. Quick action
- C. Macros

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 69

The customer' support team at Universal Containers (UC) has noticed a large increase in Case Resolution times recently. UC wants to use Einstein for Service to help agents locate the relevant information more quickly.

Which feature should the consultant recommend?

- A. Einstein Bots 27: B is correct answer
- B. Einstein Reply Recommendations
- C. Einstein Article Recommendations

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 70

What should a consultant recommend to ensure chat requests contain sufficient information for service agents to respond effectively?

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- A. Customize the Lightning Console chat page.
- B. Customize the pre-chat form.
- C. Customize Intents using Einstein Chatbots.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 71

Universal Containers (UC) wants to improve customer satisfaction by diversifying its interaction channels. UC's goal is to enhance real-time communication and support.

Which interaction channel should the consultant suggest to UC?

- A. Experience Cloud sites
- B. Einstein Bots
- C. Messaging In-app and Web (MIAW)

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

NEW QUESTION: 72

The Universal Containers (UC) customer support organization has implemented Knowledge-Centered Support (KCS) in its call center. However, the call center management thinks that agents should contribute new Knowledge articles more often.

What should UC do to address this situation?

- A. Measure and reward agents based on the number of new articles submitted for approval.
- B. Measure and reward agents based on the number of new articles approved for publication.
- C. Require agents to check a box on the case when submitting a new suggested article.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 73

Universal Containers (UC) has hired a consulting firm to implement Service Cloud for its contact center for the first time. The project requires quick iterations and speedy completion. UC has requested frequent updates from the project team for check-ins and refinement.

Which methodology should the consultant recommend given the requirements?

- A. Agile
- B. Hybrid
- C. Waterfall

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 74

Universal Containers has technical support and general customer service teams that use unique Service Console applications.

Which configuration should a consultant use when deploying the console?

- A. Assign the app to the User profile.
- B. Assign a permission set granting the Service User license.
- C. Assign the Service User license to their User record.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 75

A consultant has been asked to advise Cloud Kicks (CK) on how to manage 5 years of case data so it is available to customers upon request.

Which feature will help CK users archive and access the case information from an External Object?

- A. Salesforce connect
- B. Salesforce Case History Object
- C. Salesforce Big Object

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 76

A service manager at Cloud Kicks has received complaints from customers who speak languages other than English that their cases are taking a long time to be resolved. After investigation, the consultant has determined that these work items fail to be assigned to the correct agents.

What should the consultant recommend that the service manager do first?

- A. Review Queues Backlog.
- B. Review Skills Backlog.
- C. Review Assigned Work.

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 77

Which feature should a consultant recommend to prompt a Tier 2 service representative to take over case processing from Tier 1 and know how far Tier 1 had progressed in troubleshooting?

- A. Einstein Next Best Action
- B. Escalation Rules
- C. Path for Cases

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 78

Cloud Kicks has several hundred knowledge articles that span dozens of topics and cover a wide range of products, help articles, and trouble shooting ideas. The admin at Cloud Kicks is going to organize the knowledge articles into Data Categories.

What should the admin keep in mind when organizing articles?

- A. Data category hierarchy can have up to 10 levels.
- B. Articles can have up to 8 data categories.
- C. There can be up to 10,000 data categories.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 79

Which Salesforce resource can be attached to a customer email using standard Case Management capabilities?

- A. Knowledge articles suggested by Einstein
- B. Internal Chatter posts about the Case
- C. Upcoming Milestones for the Case's Entitlement

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 80

Universal Containers (UC) provides customer support for two separate business groups. UC requires that cases for each business group have different support processes and fields.

Which feature should a consultant implement to meet the requirement?

- A. Omni-Channel
- B. Record Types
- C. Dynamic Forms

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 81

Universal Containers is using Service Cloud for customer entry and case management, but order fulfillment, inventory, invoicing, and financial data are stored in other systems.

Which solution should a consultant recommend for integration?

- A. Utilize Apex with integrated External Objects.
- B. Utilize an AppExchange integration package.
- C. Utilize MuleSoft to integrate the systems.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 82

Cloud Kicks (CK) uses Service Cloud and Slack. For difficult cases, service agents want to create a swarm in Slack to pull in experts from multiple CK departments.

What should the consultant recommend to an agent who wants to launch a Slack Swarm?

- A. Quick Action
- B. Apex trigger

C. Escalation rules

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 83

Cloud Kicks (CK) recently implemented Knowledge-Centered Support (KCS) 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 support key performance indicators (KPIs), CK wants to know where to focus its efforts next.

What should a consultant recommend that CK do next?

- A. Use the Search Activity Gaps dashboard component.
- B. Detach articles from cases to reset statistics.
- C. Allow agents to create and publish articles independently.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 84

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. Send a change order to the client to account for the additional budget requirements.
- B. Document the gap in requirements and discuss the schedule and budget impact with the project team.
- C. Incorporate the additional requirements into the project scope and continue with the original project schedule.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 85

Universal Containers (UC) hired agents in an expansion of the contact center. Getting agents up to speed and fully productive is a priority. UC implemented a standardized agent-customer dialog to assist agents.

Which feature should a consultant integrate into the Service Console?

- A. In-App Guidance
- B. Actions & Recommendations
- C. Einstein Next Best Action

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 86

A consultant is tasked with creating a dashboard in Salesforce for Cloud Kicks' executives. The dashboard needs to provide insights that will assist in strategic decision-making.

Which type of report should the consultant include to meet the requirement?

- A. Omni-Channel Analytics detailing specific paths and routing types to evaluate the efficiency of support channel
- B. Snapshot reporting that shows trends in the number of cases handled per month, providing a high-level overview of customer service operations
- C. Detailed CTI analytics reports, such as wait times and handle times, to review individual agent performance

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

NEW QUESTION: 87

Cloud Kicks (CK) wants to explore having a full Incident Management, Swarming, and Change Management process to provide a foundation for its auditing and governance needs. CK also wants interactive recommendations for every department during this process.

Besides implementing Incident Management and Service Cloud for Slack, what should a consultant recommend for the full solution?

- A. Implement Guidance for Success and Knowledge articles.
- B. Implement flow orchestration with Work Guides
- C. Implement a third-party app from AppExchange.

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

NEW QUESTION: 88

Cloud Kicks has a Service Cloud implementation with several channels. Executives want quick access to agent, team, and call center key performance indicators (KPIs). Service managers need to see data about their teams as well.

How should the consultant display the data quickly?

- A. Migrate the data to a data lake and request a dashboard.
- B. Create reports from Cases and display on a dashboard.
- C. Use Einstein Analytics for Service Cloud,

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

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