[Jun 11, 2022 Free Salesforce ADM-261 Exam Questions & Answer [Q198-Q217

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NEW QUESTION 198

Universal Containers wants to provide its five million customers a solution where customers can submit inquiries, monitor the status of those inquiries, and view their contact information.

Which type of Community license should be used to meet these requirements?
* Company Community
* Employee Community
* Customer Community
* Partner Community

NEW QUESTION 199

A manager would like information on the knowledge base searches conducted by customers and call center agents. Which two metrics are useful for identifying knowledge article effectiveness?

Choose 2 answers
* Knowledge search query with no results.

* Knowledge articles with the lowest rating.
* Number of knowledge articles in each data category.
* Knowledge articles created by call center agents.

NEW QUESTION 200

Universal Containers wants to ensure the contracted service level requirements for its clients are being met.

What should be configured tomeet this requirement?
* Entitlement processes, milestones, milestone actions, and entitlements
* Entitlement processes, contracts, contract line Items, and entitlements
* Entitlement processes, contract line items, milestones, and entitlements
* Entitlement processes, contracts, milestones, and milestone actions

NEW QUESTION 201

Universal containers is looking for ways to provide more proactive support and to promote its brand on the internet with minimal investment. A consultant recommends installing the SocialCustomer Service Start Pack.

Which two feature should the consultant recommend as part of the deployment?
* Select two Twitter or Facebook accounts.
* Create and assign permission sets to give agents social account access.
* Retrieve Social Studiocredentials.
* Enable the Moderation feature to automatically create cases from posts.

NEW QUESTION 202

Universal Containers has a single contact center that handles all service requests including chat, Cases, and webform submissions. It is important that Reps are assigned work evenly so that all requests are handled in the order they are received.

How would a Consultant address this requirement?
* Configure Case Assignment Rules
* Configure Omni-Channel withMost Available Routing
* Configure Live Agent Skills-based Routing
* Configure Omni-Channel with Least Active Routing

NEW QUESTION 203

When designing a Case management solution to increase agent productivity, which Service Cloud features should you consider first? Choose 2 answers.
* Case queues
* Case custom reports
* Caseassignment rules
* Case dashboards

NEW QUESTION 204

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 implementthis requirement?
* Auto launch flow
* Salesforce Console for Service
* Visualforce custom page
* Process Builder

NEW QUESTION 205

Support engineers need to see a complete chronological list of field edits to a case, associated emails, case comments, and field edits torelated objects in a single view while working on a case. How should this requirement be met?
* Create a custom related list on the case.
* Create a custom view on the Case tab.
* Create a custom Visualforce page.
* Create a custom report.

NEW QUESTION 206

Universal Containers plans to migrate its existing knowledge base into Salesforce Lightning Knowledge.

Which three statements should be considered?

Choose 3 answers
* Attachments and .html files in Classic Knowledge are moved to the Filesobject.
* Visualforce pages refer to Classic article types.
* Each article must be associated to a record type.
* Approval process history migrate to Lightning Knowledge.
* Article numbers change during migration.

NEW QUESTION 207

A contact center was unable to assign cases by case type before service was implemented, the director support needs to know which metrics to examine to determine whether the newly set up assignment rules are assigning a similar number of cases to each agent. Which metric should be recommended? Choose 2 answers
* Number of cases created sorted by order
* Number of cases by type by owner
* Number of cases in each status
* Number of solutions created per agent

NEW QUESTION 208

Universal Containers is implementing a Knowledge Base and wants to empower certain managers to create, edit, and manage articles. All articles should be reviewed by these managers before being published, while some articles need an additional layer of legal review as well. Which three actions should a Consultant recommend to meet these requirements? Choose 3 answers
* Grant managers the Manage Salesforce Knowledge permission.
* Create at least two different data categories.
* Create at least two different article types.
* Create at least two different approval processes.
* Grant managers the Manage Data Categories permission.

NEW QUESTION 209

Universal containers wants to assign support agents to handle only specific interaction channels based on one of the following channel groupings a) Phone b) Phone and email c) Social media (facebook and twitter). What should a consultant recommend to accomplish this?

* Create a service cloud console to support all channel groupings.
* Create an agent profile foreach channel grouping.
* Create a unique case page layout for each channel grouping.
* Create an agent role for each channel grouping.

NEW QUESTION 210

The Vice President (VP) of Customer Support for Universal Containers has issued a mission statement that

“We will empower our customers to interact with us in the way of their choosing.” Universal Containers has recently deployed a new toll-free interactive voice response (IVR) system and knowledgebase. The VP has asked the management team to make additional system enhancements to fulfill this mission statement. Which three should the consultant recommend to achieve the mission statement? Choose 3 answers

* Replace the existing “Chat Now”button on the Customer Community with a toll- free phone number.
* Create a central “Contact Us” page which provides access to all available channels.
* Enforce that customers must search the knowledgebase before they can see the Contact Us page.
* Optimize the customer community for mobile devices to have access to the same support as desktops.
* Enable customers to be emailed FAQs by accessing the interactive voice response 24 hours per day.

NEW QUESTION 211

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

* Service Console Macros
* Lightning Guided Engagement
* Path for Cases
* Lightning Flow Component

NEW QUESTION 212

The cost of service forUniversal Containers contact centers has steadily increased.

What solution should a consultant recommend to help reduce the cost of service? (Choose 2)

* Enable Ideas in a customer portal
* Enable Chatter for agent collaboration
* Create auto-response templates for incoming emails
* Enable Live Agent to handle incoming service inquiries

NEW QUESTION 213

A Service Manager has just configured Live Agent at a company site. Now,the Agents cannot see the Live Agent footer component in the console.

Which configuration option should be verified?

* verify that users have access to the Live Agent chat buttons.
* Verify that users have access to the Live Agent public group.

* Verify that users are assigned the Live Agent feature license.
* Verify that users are assigned the Live Agent user profile.

NEW QUESTION 214

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?
* Create a report using the Case Lifecyle report type
* Create a report using the Case age report type
* Create a report using the Case snapshot report type
* Create a report using the Case historical trending report type

NEW QUESTION 215

Universal Containers needs to ensure itis staffing enough agents to answer calls at times of peak volume. In addition, the company needs to report on the metric listed below.

* Average handle time (AHT)

* Adherence to service level agreements (SLAs)

Which data source would Universal Containersneed in order to gather this information? Choose 3 answers
* Automatic Call Distributor (ACD)
* Entitlements
* Workflow Management (WFM)
* Chat log history
* Interactive Voice Response (IVR)

NEW QUESTION 216

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

* Agents need to collaborate with other teams.

* The product development team needs to be alerted on high-priority cases for specific products.

Which solution will meet these requirements?
* Use Process Builder for notifications and case teams to monitor cases.
* Use Process Builder for notifications and account teams to monitor cases.
* Use escalation rules for notifications and account teams to monitor cases.
* Use escalation rules for notifications and case teams to monitor cases.

NEW QUESTION 217

Which step should a consultant take to import articles into Salesforce Knowledge? (Choose 2)
* Map articles with HTML sections to rich text area fields
* Use change sets to import data categories

* Create a separate .csv for each article type
* Use the data loader to import unstructured articles

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