

Pass Your Exam With 100% Verified ADX-261 Exam Questions [Q45-Q64]



Pass Your Exam With 100% Verified ADX-261 Exam Questions [Q45-Q64]

Pass Your Exam With 100% Verified ADX-261 Exam Questions
ADX-261 Dumps PDF - ADX-261 Real Exam Questions Answers

NO.45 The VP of Services at Universal Containers wants to reduce call center staffing. One of the initiatives is to deflect customer's interaction with a support agent while still providing relevant answers to the customer.

How can a consultant automate the use of suggested articles to accomplish this goal?

- * An email to case inquiry
- * On-demand email to case
- * While holding for a support agent
- * Web-to-case question

NO.46 Universal Containers wants to notify Support Managers when a new case have been untouched from more than two business days.

Which approach should a consultant implement?

- * Define case auto-response rules.
- * Establish case assignment rules.

- * Use Flow Builder to create a flow with scheduled path.
- * Configure case escalation rules.

NO.47 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?

- * Add the Knowledge related list to the Case record page.
- * Add the Knowledge tab to the Service Console.
- * Add Knowledge Data Categories to each Case.
- * Add the Knowledge Component to the Case record page.

NO.48 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?

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

NO.49 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?

- * Email-to-Case
- * web-to-Case
- * An AppExchange package
- * On-Demand Email-to-Case

NO.50 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.

NO.51 How should a Consultant provide Suggested Article functionality to Lightning Service Console users?

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

NO.52 Universal Containers (UC) hired in an expansion of the contact center. Getting agents up to speed and fully productive is a priority UC implemented a standardize agent-customer dialog to assist agents.

Which two features should a consultant integrate into the Service Console? Choose 2 answers

- * Path for Cases
- * Interaction Log
- * Lightning Row for Service
- * Lightning Process Builder

NO.53 Universal Containers is preparing to implement Service Cloud for its global Support team. Requirements gathering sessions have resulted in a large set of required deliverables.

What should a consultant recommend as the next step?

- * Prioritize the requirements based on who submitted them.
- * Identify the requirements needed for initial GoLive.
- * Provide a timeline that addresses all the requirements.
- * Organize the requirements from largest to smallest.

NO.54 Universal Containers is considering a Knowledge-Centered Support (KCS) implementation.

Which three benefits can be expected from KCS adoption? Choose 3 answers

- * Increased call deflection
- * Increased call routing accuracy
- * Reduced issue resolution time
- * Reduced support channels
- * Optimized use of resources

NO.55 If a Case cannot be resolved after Tier 1 has performed their troubleshooting steps, the case must be escalated to Tier 2 support. Tier 2 has additional troubleshooting steps. How can a Consultant configure the Lightning Service Console to support this requirement?

- * Enable Omni-Channel Case assignment
- * Define separate Record Types for Tier 1 and Tier 2
- * Implement Lightning Guided Engagement
- * Configure a Visual Flow Troubleshooting Action

NO.56 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

- * Omni-Channel
- * Page Layouts
- * Record Types
- * Support Processes
- * Article Types

NO.57 Universal Containers wants to import an external knowledge base to Lightning Knowledge using the Knowledge Importer.

How should this be implemented?

Choose 2 answers

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

NO.58 A Service Manager has just configured Chat at a company site. Now, the Agents cannot see the Chat footer component in the

Which configuration option should be verified?

- * Verify that users have access to the Chat public group.
- * Verify that users are assigned the Chat user profile
- * Verify that users have access to the Chat buttons.
- * Verify that users are assigned the Chat feature license.

NO.59 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?

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

NO.60 The contact center at universal containers wants to increase its profit margins by promoting call deflection with service cloud.

Which two solutions should a consultant recommend?

Choose 2 answers

- * Customer community
- * Knowledge base
- * Service cloud console
- * Automatic call distribution

NO.61 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?

- * Change Sets
- * Mass Transfer Records
- * Data Loader
- * Manual configuration

NO.62 Universal Container's customers like speaking to a live support agent on complex product issues. This causes a heavy amount of phone calls and customers complain about the hold time.

What functionality should the consultant recommend implementing to resolve this issue?

- * Contact Requests
- * Social Customer Service
- * Embedded Chat Window
- * Open CTI

NO.63 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 three Salesforce productivity features should be used to accomplish this requirement? Choose 3 answers

- * Omni-Channel
- * Publisher Actions
- * Macros
- * Quick Text
- * Chatter

NO.64 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?

- * Lookup Filter
- * Auto-Add Milestones
- * Cross-Object Formula
- * Approval Process

ADX-261 Dumps 100 Pass Guarantee With Latest Demo: <https://www.topexamcollection.com/ADX-261-vce-collection.html>