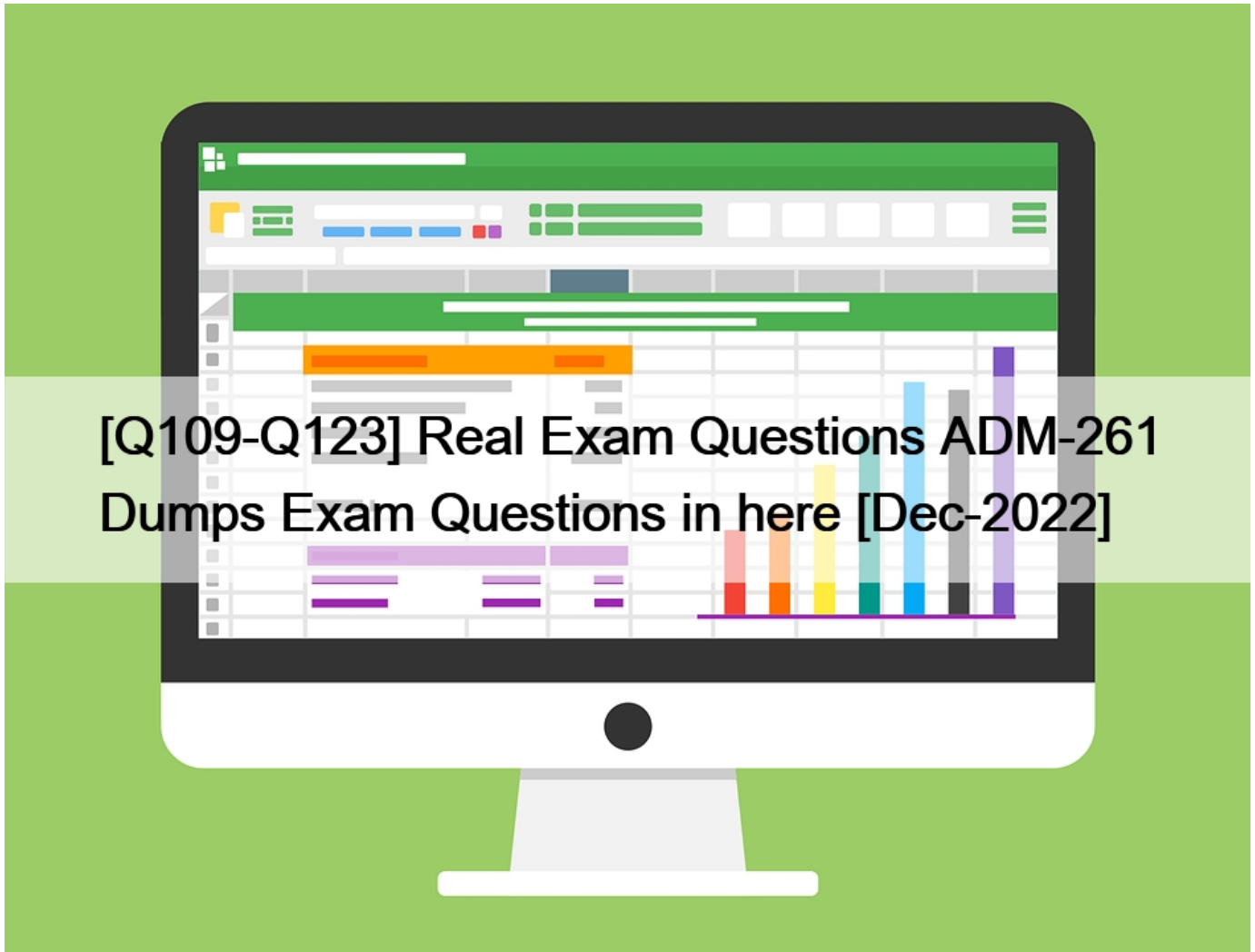


[Q109-Q123] Real Exam Questions ADM-261 Dumps Exam Questions in here [Dec-2022]



Real Exam Questions ADM-261 Dumps Exam Questions in here [Dec-2022]

Get Latest Dec-2022 Conduct effective penetration tests using ADM-261

NO.109 Universal Containers is training a new set of Service Reps. Part of the training includes handling Live Agent chats from customers. However, it is important that contact center managers monitor the chat sessions to ensure the Service Reps' responses are professional and accurate and to be able to assist when needed.

What Lightning Console feature should a Consultant configure to support this need?

- * Configure Omni-Channel Supervisor tab and 3rd party access.
- * Configure Live Agent Supervisor tab and Whisper Messages.
- * Add the Live Agent Component to the Utility bar.
- * Configure the SOS snap-in for the Lightning Service Console.

NO.110 A customer utilizes a high-volume Service Cloud portal for its Web customer support and is interested in deploying a chat

solution.

What should be the first step in configuration and customization?

- * Create user profiles or permission sets
- * Enable Chatter Messenger for the organization
- * Enable Live Agent for the organization
- * Create an iframe to display the chat window

NO.111 Sales engineer needs visibility to list field edits, emails, case comments, and related objects on ONE page. How can this be achieved?

- * Customer view of case tab
- * Custom Visual force page
- * Custom report
- * Custom related list

NO.112 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

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

NO.113 What should a consultant recommend to ensure chat requests contain enough information for reps to effectively respond?

- * Customize the lightning console that page.
- * Configure a chat validation rule.
- * Customize the pre-chat form.
- * Configure lightning guided engagement.

NO.114 One business unit at Universal Containers has been using Service Cloud for several years. While migrating another business unit to the platform, a System Administrator incorrectly imported 200,000 case records, which created significant data corruption of existing records. The most recent data backup available is more than 90 days old. Which option should the Consultant recommend?

- * Restore the data using the available backup.
- * Log a Data Recovery case with Salesforce Support.
- * Use Data Loader to delete the corrupt data.
- * Manually update the corrupt data to correct it.

NO.115 Universal Containers has an upcoming maintenance window where read-only access will be available.

Which two actions will Universal Containers be able to perform during this window? Choose 2 answers

- * Run and view Salesforce reports.
- * Update case data for a customer.
- * Post report information on Chatter.
- * Review existing cases for an account.

NO.116 A company wants to publish knowledge articles to its customer community. The articles should be organized for easy navigation by community members.

What should a consultant recommend?

- * Define data categories with custom visibility.

- * Define article types with public sharing settings.
- * Define topics for each knowledge article.
- * Define a custom field to identify the subject.

NO.117 Universal Containers needs to provide contact center agents with access to a customer's payment history if the call concerns a billing problem. The following considerations need to be taken into account:

- * Billing problems account for less than 5% of calls.
- * Billing data is stored in an external system containing over 20 million records.
- * Agents do not want to maintain separate login sessions for Salesforce and the billing system.

Which two solutions should a consultant recommend? Choose 2 answers

- * Use Lightning Connect to connect and access data in real-time from the billing system.
- * Import payment data into Salesforce and add to the contact page layout as a related list.
- * Create a Visualforce page that retrieves payment information via a Web Service call-out.
- * Create a custom tab of type URL that displays a search page from the billing system.

NO.118 Which method can be used to route cases from social channels?

- * use Twitter-to-case and add workflow rules to the case object.
- * Enable Social Customer Service and add assignment rules to the case object.
- * Enable Social Network Profile and add workflow rules to the contact object.
- * Enable Social Network Profile and add assignment rules to the case object.

NO.119 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.120 Which two configuration steps are required before quick actions can be used in Macros?

- * Global Actions needs on the publisher layout.
- * Quick Actions must be enabled in the org.
- * The specific quick action must be added to the case Feed.
- * The specific quick action must be added to the case record Type.

NO.121 Universal Containers is designing a contact center that will store 20 million cases. Of those, 5 million will need to be accessed for reporting and search. Which approach will ensure best system performance? Choose 3 answers:

- * Custom indexes
- * Tiered data strategy
- * Record types
- * Divisions
- * Custom search

NO.122 A consultant is working on a Service Cloud implementation with a fixed budget and timeline. The analysis phase of the

project has just been completed. Additional requirements were discovered that will result in the project exceeding timeline and budget constraints. What is the first step the consultant should take to address the issue?

- * Adjust the dates in the project plan to account for the additional requirements and communicate the new timeline.
- * Add development resources to the project team to build out the additional requirements.
- * Adjust the project scope to accommodate new requirements and continue with the original project schedule
- * Document the requirements gap and communicate development options to the project team

NO.123 After migrating from Knowledge to Lightning Knowledge, Authors are unable to create FAQ article type, but can successfully create Install Notes articles type. Support Managers have confirmed that articles of types FAQ exist in Production.

How should a consultant correct this problem

- * Grant Authors access to the FAQ article type.
- * Set article Org Wide Default to Public ReadWrite.
- * Add Authors to the FaQ Data Category.
- * Grant Authors access to the FaQ record type

Authentic Best resources for ADM-261 Online Practice Exam:

<https://www.topexamcollection.com/ADM-261-vce-collection.html>