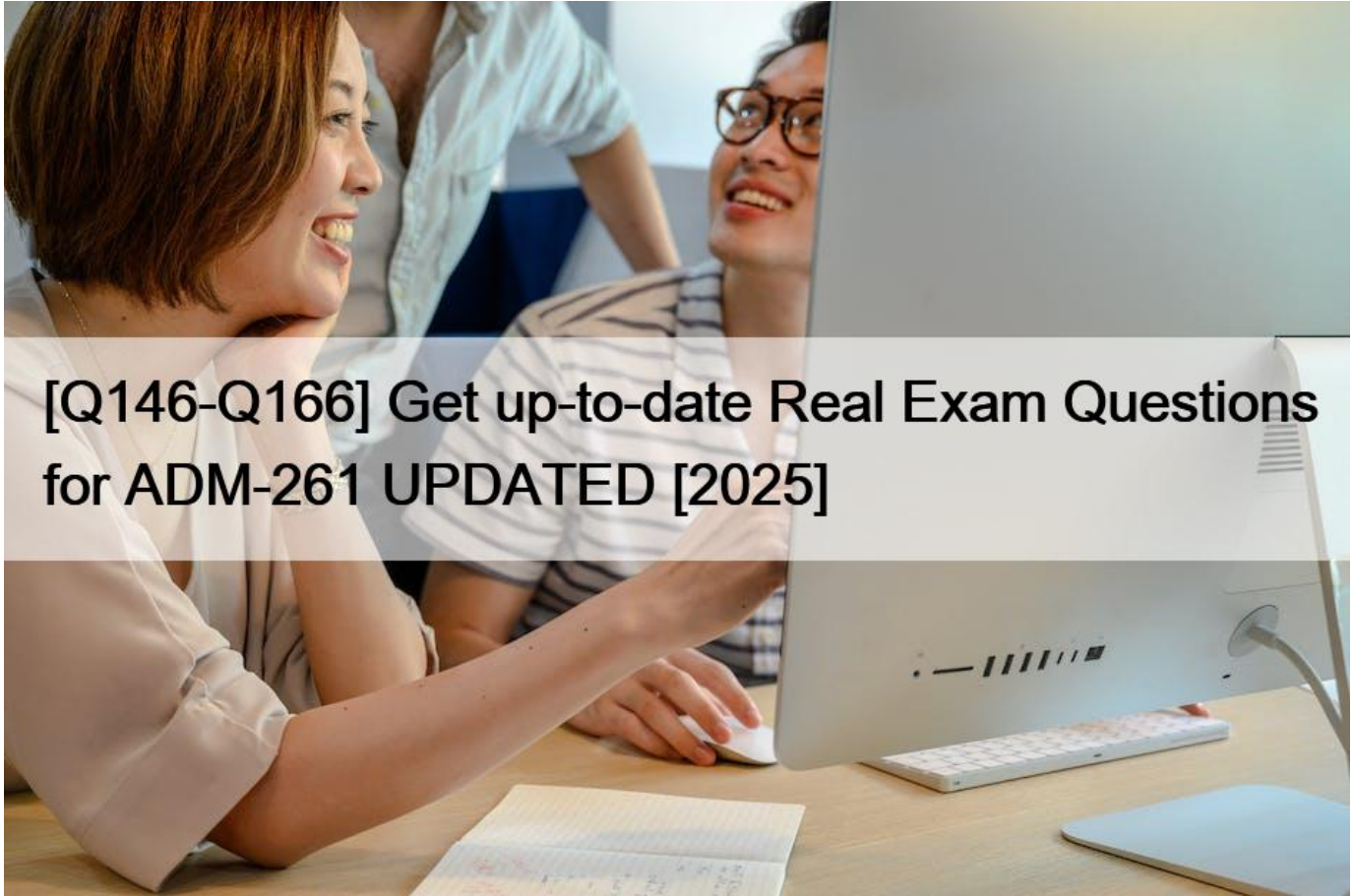


[Q146-Q166 Get up-to-date Real Exam Questions for ADM-261 UPDATED [2025]



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Get up-to-date Real Exam Questions for ADM-261 UPDATED [2025]

Pass Salesforce ADM-261 Exam in First Attempt Guaranteed

The Salesforce ADM-261 exam is designed for Salesforce professionals who are responsible for administering and configuring the Service Cloud. These professionals are typically responsible for configuring and managing the Service Cloud, including implementing and configuring the features and functions of the Service Cloud, setting up and managing case management, and creating and managing communities. ADM-261 exam is also suitable for professionals who are responsible for designing and implementing solutions for Service Cloud customers.

QUESTION 146

UC 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. What solution should a consultant recommend to meet this requirement?

- * Use workflow rules to send an email to the customer

- * Use escalation rules to assign the case to a case queue
- * Use auto-response rules to send an email to the customer
- * Use assignment rules to assign the case to a case queue

QUESTION 147

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 Lighting Service Console to support this requirement?

- * Account tabs and Cases tab
- * Case tabs with Account subtabs
- * Account tab with Cases related list
- * Account tabs with Case Subtabs

QUESTION 148

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

- * On a utility bar of the Lightning App
- * On a record Highlights Panel
- * On a record Activity Feed list
- * On the Calendar right hand panel

QUESTION 149

Universal Containers' contact center would like to measure and communicate case escalation rates to management. Which solution should a consultant recommend to meet this requirement?

- * Create a bucket field on a report to calculate the percentage of escalated cases
- * Create a case report with a custom summary formula to calculate the percentage of escalated cases
- * Create a formula field on the case record to calculate percentage of escalated cases
- * Create a daily snapshot report of all cases and calculate percentage of escalated cases

QUESTION 150

Universal Containers wants to measure the efficiency of its contact center. Which three metrics should the contact center manager analyze? Choose 3 answers

- * Number of open cases per day
- * Number of new customers added
- * Number of closed cases on first call
- * Average number of days to close cases
- * Number of cases escalated

QUESTION 151

A client's Support Call Center has seen an increase in call volume on a new product line. The agents are having problems resolving issues and have been escalating to Tier 2 for support.

Which action should be taken to reduce the call volumes and escalations?

- * Create Knowledge Articles and publish internally and publicly.
- * Configure IVR routing to bypass Tier 1 for the product line.

- * Configure Omni-channel to assign cases directly to Tier 2.
- * Create a dashboard to track and manage call volumes by type.

QUESTION 152

Universal Containers has defined a set of steps that each Case must go through, from submission to closure. In addition, each step must be completed within a specific amount of time.

What approach should a consultant recommend to meet these requirements?

- * Configure Case Escalation Rules.
- * Define Entitlement and Milestones.
- * Use Process Builder with Scheduled Actions
- * Enable Omni-Channel Routing.

QUESTION 153

Universal Containers is setting up a field service dispatch contact center. Which functionality should be considered when designing the contact center? (Choose 2)

- * Chatter groups for customer
- * Mobile access to case information
- * Visibility into service entitlements
- * Predictive dialer for outbound calls

QUESTION 154

What is a benefit of a customer community? Choose 2 answers.

- * Eliminates the need to track service level agreements
- * Reduces incoming call volume
- * Enables customers to log inquiries without contacting an agent
- * Eliminates the need for support agents

QUESTION 155

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

QUESTION 156

Universal Containers has activated Email-to-Case functionality to allow customers to correspond with support agents via email.

Which options are available with Email-to-Case? (Choose 2)

- * Only one inbound email address can be used for Email-to-Case
- * Follow-up emails and attachments related to a case are attached to the case
- * Assignment, escalation, and workflow rules are processed on inbound emails
- * Follow-up emails related to a case will update the case comments

QUESTION 157

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

Which solution should a consultant recommend?

- * Employee Community
- * Partner Community
- * Reseller Community
- * Customer Community

QUESTION 158

Which two configuration steps are required before Quick Actions can be used in Macros? Choose 2 answers

- * The specific Quick Action must be added to the CaseFeed.
- * Global Actions need to be on the publisher layout.
- * The specific Quick Action must be added to the Case record page.
- * Quick Actions must be enabled in the org.

QUESTION 159

A company receives support requests through a variety of email addresses and web forms for different parts of the business.

Which feature combination will ensure that cases are efficiently handled by the most appropriate representatives?

- * Case Assignment Rules, Queues, Chatter Groups, Live Agent
- * Case Assignment Rules, Queues, Public Groups, Omni-Channel
- * Escalation Rules, Queues, Chatter Groups, Omni-Channel
- * Escalation Rules, Queues, Public Groups, Live Agent

QUESTION 160

For which purpose should a contact center use Visual Flow?

- * To assign follow-up tasks to an agent one week after a case is closed.
- * To automatically assign cases to a specific queue based on the customer support level
- * To escalate to the support manager if it has been open for more than 72 hours
- * To automate business processes for agents who troubleshoot customer support issues via phone

QUESTION 161

UCs is implementing Salesforce Knowledge at its contact center. The contact center has a dedicated support team for each product that it supports. Contact center agents should only be able to view articles for the product they support. What solution should a consultant recommend to meet this requirement?

- * Assign team-based roles to the associated product article types
- * Assign team-based profiles to the associated product article types
- * Assign team-based roles to the associated product data category value
- * Assign team-based profiles to the associated product data category value

QUESTION 162

Which technology will allow client to enable ideas on a public website? There are two correct answers.

- * Force.com Sites
- * Customer portal/Partner portal
- * Self-service portal
- * Partner portal
- * Force.com Web Services API

QUESTION 163

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.

QUESTION 164

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

QUESTION 165

UC must 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 the 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. What solution should a consultant recommend?

- * Create a custom web service to handle invoice inserts and updates from the billing system
- * Create a custom tab of type URL that displays a search page from the billing system
- * Import payment data into Salesforce and add to the contact page layout related list
- * Create a Visualforce page that retrieves payment information via a Web Service call-out

QUESTION 166

UC has discovered that the average time an agent takes to resolve a case has increased. What should a consultant recommend to help reverse this trend? Choose 2 answers.

- * Track social sentiment across social media outlets
- * Improve the training provided to existing agents

- * Hire more agents for the contact centers
- * Configure entitlements and milestones to enforce SLAs

The ADM-261 exam consists of 60 multiple-choice questions, which must be completed within 105 minutes. To pass the exam, candidates must score at least 65%. ADM-261 exam is available in multiple languages, including English, Spanish, French, German, and Japanese. ADM-261 exam can be taken online or in-person at a Salesforce testing center.

Salesforce ADM-261 Study Guide Archives : <https://www.topexamcollection.com/ADM-261-vce-collection.html>]