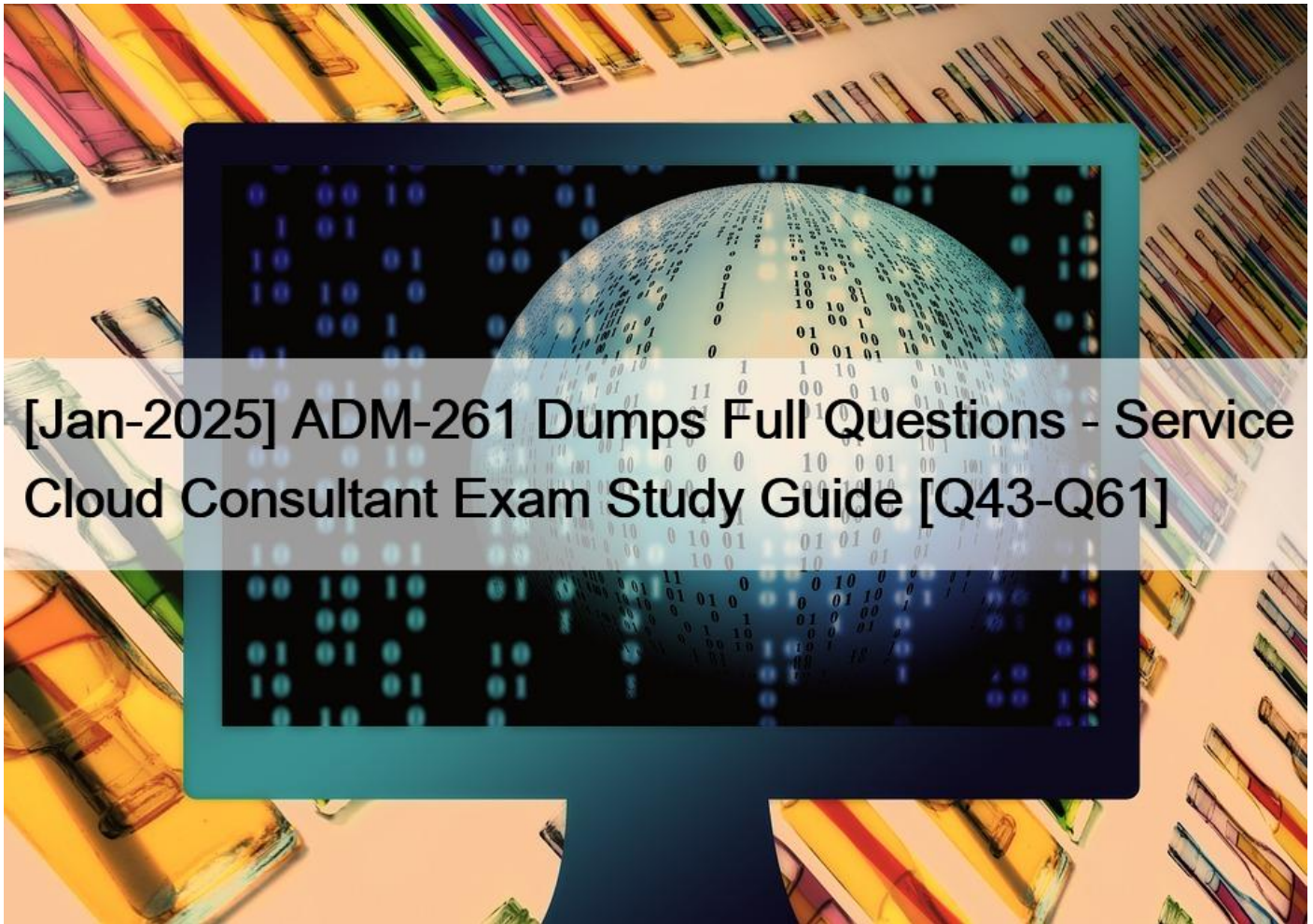


## [Jan-2025 ADM-261 Dumps Full Questions - Service Cloud Consultant Exam Study Guide [Q43-Q61]



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Exam Questions and Answers for ADM-261 Study Guide

### NEW QUESTION 43

What process is a use case for Visual workflow? Choose 3 answers

- \* Field validation during case creation
- \* Cross-self promotions for representatives
- \* Assignment of email to a case queue based on subject
- \* Decision-based troubleshooting for representatives
- \* Caller verification and creation of a new case

### NEW QUESTION 44

Universal Containers wants to deploy the Service Cloud to its contact centers located across North America, Europe, and Asia. The

company wants standardized contact center processes and reporting implemented in its centers worldwide.

Which approach should a consultant recommend in this scenario?

- \* Assign a global team of experienced agents and leaders to create a common design template and report structure.
- \* Assign teams in each major contact center to design a solution unique to its needs and have an analyst build a combined report.
- \* Recommend utilizing out-of-the-box functionality to reduce cost and ensure one worldwide process and reporting.
- \* Recommend that the VP of Worldwide Support design a global template to provide a clear vision and standardization.

#### **NEW QUESTION 45**

Which of the following utilize the Automated Case User? (Choose 3 answers):

- \* When a case is automatically assigned using assignment rules this user is listed in the case history
- \* When an email notification is triggered via workflow this user is listed in the case history
- \* When a case is escalated this user is listed in the case history
- \* When a case is created via Web-To-Case this user is listed in the case history
- \* When a case is created via Email-To-Case this user is assigned as the case owner

#### **NEW QUESTION 46**

Universal Containers wants to let its customers interact real-time with support agents from their computers and mobile devices.

What features should a consultant recommend to meet this requirement?

- \* Web-to-Case
- \* Embedded Chat Service
- \* Customer Community
- \* Case Assignment Rules

#### **NEW QUESTION 47**

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

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

#### **NEW QUESTION 48**

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 Case Feed.
- \* 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.

#### **NEW QUESTION 49**

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 50**

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.

#### **NEW QUESTION 51**

Universal Containers has implemented Salesforce Service Cloud with the goal of reducing the number of escalated cases for contact center. What metric should a contact center manager use to analyze this?

- \* Percent of cases closed with an attached article
- \* Percent of cases closed meeting the defined SLA
- \* Percent of cases closed with chatter posts
- \* Percent of cases closed on first contact

#### **NEW QUESTION 52**

Universal Containers wants to provide a more consistent service experience to its customers and is evaluating the Service Cloud macro feature.

Which three configurations must be made? Choose 3 answers

- \* Users must use Lightning Experience.
- \* Publisher Actions used in the macros must be on the page layout.
- \* The Macros widget or utility must be added to the console.
- \* The Run Macros Permission must be granted to users.
- \* The Run Macros Action must be on the page layout.

#### **NEW QUESTION 53**

What is a common deflection technique to reduce the number of interactions for a contact center? Choose 2 answers.

- \* Recommend articles during a call for a support agent
- \* Suggest articles for a web-to-case question
- \* Suggest articles for an email-to-case question
- \* Recommend articles prior to a Live Agent session

#### **NEW QUESTION 54**

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.

### NEW QUESTION 55

Customer support agents want the ability to view customer related information along with case information on all cases except product related cases. For product related cases, the agents want to view product information alongside case information.

How should the console be configured to satisfy this requirement?

- \* Configure both customer information and product related information under console components in the case page layout. Hide the product related information if the cases are NOT product related.
- \* Train users to scroll through the case page layout to look for product related information or customer- related information based on case type
- \* Create separate record types and page layouts for product related and other cases and configure console components to show customer related; or product related information. Assign record type based on case type
- \* Configure two consoles for agents: one for product related cases and for other cases. Allow agents to choose the console based on case type.

### NEW QUESTION 56

A new customer to Salesforce is considering implementing a customer portal. The customer has millions of users and plans to evaluate a high-volume customer portal.

What is a key consideration when configuring a customer portal?

- \* Users cannot own records
- \* Users can download and view content
- \* Users are not associated with a role in the hierarchy
- \* Users can be part of a case team

### NEW QUESTION 57

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 58

The contact center manager at Universal Containers is concerned that the first call resolution rate for their team is too low and would like to see improvement in this metric. What should a consultant recommend to improve this metric?

- \* Skills -based routing
- \* Private branch exchange
- \* Workforce management
- \* Interactive voice response

### NEW QUESTION 59

A customer-submitted case is routed to a service desk agent at Universal Containers. After the agent responds to the case, the agent realizes the customer is not eligible for support. Which solution should a consultant recommend to prevent this scenario from happening in the future?

- \* Add the entitlement related list to account page layouts.
- \* Add the entitlement lookup field to case page layouts.
- \* Add a Validation Rule that ensures each Case has an entitlement.
- \* Add a Validation Rule that ensures each Account has an entitlement.

### **NEW QUESTION 60**

Universal Containers (UC) wants to implement Service Cloud using Agile methodology. How should the consultant recommend delivering a successful implementation?

- \* set a cutoff date of 1.5 months before user acceptance testing for any change requests.
- \* Generate continuous feedback from the project team, and adjust the requirements and deliverables accordingly.
- \* Deliver the entire project simultaneously so as to present UC with a completed solution.
- \* Schedule a meeting with the UC executives at the start of the project to generate all the requirements.

### **NEW QUESTION 61**

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 Files object.
- \* Visualforce pages refer to Classic article types.
- \* Each article must be associated to a record type.
- \* Approval process history migrates to Lightning Knowledge.
- \* Article numbers change during migration.

Salesforce ADM-261 (Service Cloud Administration) Certification Exam is designed for professionals who want to demonstrate their expertise in managing and administering the Salesforce Service Cloud. Service Cloud Administration certification exam is ideal for professionals who are responsible for configuring and managing the service cloud, including customer service representatives, administrators, and consultants.

Passing the Salesforce ADM-261: Service Cloud Administration exam is an important step for anyone looking to become a certified Service Cloud Consultant. It demonstrates a high level of expertise in Service Cloud administration and the ability to design and implement solutions that meet the needs of their organization.

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