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QUESTION & ANSWER


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**Exam** : **ADX261**

**Title** : Administer and Maintain Service Cloud Exam

**Version** : DEMO

1.Agents at Universal Containers are required to update the case status to Waiting for Customer after they send an email to the case contact. Support Managers are noticing that many Agents are forgetting to perform this step.
What should a consultant recommend to address this problem?
A. Configure Process Builder
B. Activate a Validation Rule
C. Define Case Escalation Rules
D. Create a Case Macro
**Answer:** D
**Explanation:**
A case macro is a set of instructions that tells Salesforce how to update fields, send emails, and perform other tasks on a case. By creating a case macro that updates the case status to Waiting for Customer and sends an email to the case contact, agents can perform this step with one click and avoid forgetting it.
Verified Reference:
Salesforce Help: Macros

2.A consultant has been hired to integrate a client's phone system with the Salesforce Service Console.
What are two key considerations for this integration? Choose 2 answers
A. CTI Adapter configuration
B. Lightning Console enablement
C. Call Center Definition File creation
D. Service Console case creation configuration
**Answer:** A, C
**Explanation:**
A CTI adapter is a software component that connects Salesforce to a phone system and enables features such as click-to-dial, screen pop, call logging, and call transfer. A call center definition file is an XML file that defines the settings and behaviors of the CTI adapter for Salesforce users. Both of these are key considerations for integrating a phone system with the Salesforce Service Console.
Verified Reference:
Salesforce Help: CTI Adapters and Salesforce Help: Call Center Definition Files

3.Universal Containers is planning to provide different levels of support to customers in order to ensure its Agents are working within the confines of the Service Level Agreement.
Which feature should the Consultant consider?
A. Omni-Channel
B. Entitlements
C. Case Escalation
D. Case Milestones
**Answer:** B
**Explanation:**
Entitlements are units of customer support in Salesforce, such as phone support or web support. They allow you to define different levels of support for different customers and ensure that agents are working within the service level agreement (SLA). You can use entitlements to track service contracts, create

service level agreements, and verify customer eligibility for support.
Verified Reference:
[Salesforce Help: Entitlement Management]

4.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
A. Number of cases closed by self-service users.
B. Average call handle time by team.
C. Number of Knowledge articles created each month.
D. Number of cases created using Communities by month.
**Answer:** A, D
**Explanation:**
These two reports are useful for demonstrating the success of self-service initiatives, as they show how many customers are able to resolve their issues without contacting an agent, and how many customers are using the Community as a channel for support. These reports can indicate a reduction in case volume and an increase in customer satisfaction.
Verified Reference:
[Salesforce Help: Self-Service Metrics] and [Salesforce Help: Community Reports]

5.Which three are characteristics of Visual Workflow? Choose 3 answers
A. Apex code must be used to update fields in the database.
B. Elements can be used to pass data to legacy systems.
C. Apex code must be used to pass data to legacy systems.
D. Only one version of a flow can be activated at a time.
E. Elements can be used to update fields in the database.
**Answer:** BDE
**Explanation:**
Visual Workflow is a tool that allows you to create flows that automate business processes in Salesforce. Flows consist of elements that define the logic, data manipulation, and user interface of the flow. Elements can be used to pass data to legacy systems using outbound messages or Apex actions, update fields in the database using record elements, and perform other tasks. Only one version of a flow can be activated at a time, meaning that only one version can run when triggered by users or processes.
Verified Reference:
[Salesforce Help: Visual Workflow]