CERTTREE

QUESTION & ANSWER

Exam : **ADX261**

Title : Administer and Maintain Service Cloud Exam

Version : DEMO

1.The support manager at Universal Containers wants to see monthly historical metrics for first-call resolution by call center.

Which analytics solution should the consultant recommend?

A. Case report grouped by Call Center

B. Case History report grouped by Call Center

C. Dynamic Dashboard grouped by Call Center

Answer: C

2.Universal Containers has three internal divisions that use Salesforce Knowledge. Compliance requirements mandate that each division should only have access to its own articles when performing a search.

Which solution should a consultant recommend to meet this requirement?

A. Create a sharing rule for each division to provide access using the role hierarchy.

B. Create a sharing rule for each division to provide access based on the article category.

C. Create a single data category group for each division and provide access using the role hierarchy.

Answer: C

3.A service agent is in a messaging session with a customer. The customer abruptly stops responding after 30 minutes.

What should the agent do next?

A. End the messaging session with the customer.

B. Mark the messaging session as customer Inactive.

C. Leave the messaging session with the customer open.

Answer: A

4.Universal Containers is using Service Cloud for customer entry and case management, but order fulfillment, inventory, invoicing, and financial data are stored in other systems.

Which solution should a consultant recommend for integration?

A. Utilize Apex with integrated External Objects.

B. Utilize an AppExchange integration package.

C. Utilize MuleSoft to integrate the systems.

Answer: C

5.Universal Containers has implemented Service Cloud. The company needs key performance indicators (KPIs) to ensure that its customer support center is profitable.

Which metric should a consultant use to help executive management understand support center costs?

A. All Cases by Customer

B. All Open Cases by Priority

C. Case Resolution Time

Answer: C