

# DUMPS ARENA

## Salesforce Service Cloud Administration

Salesforce ADM-261

Version Demo

Total Demo Questions: 15

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## Topic Break Down

Topic	No. of Questions
Topic 1, Pool A	185
Topic 2, Pool B	174
<b>Total</b>	<b>359</b>

**QUESTION NO: 1**

Universal containers uses social media to monitor new trends and issues that require a response by their community team. What solution should a consultant recommend to automate the creation of customer contacts and cases from universal containers social channels when negative product sentiment is expressed?

- A.** Implement salesforce radians 6 with filters against the company's twitter account and assign new cases to twitter queue
- B.** Configure Salesforce Twitterforce and workflow rules for negative product sentiments that automatically create a contact and a case
- C.** Configure Salesforce social hub workflow for negative sentiments that automatically creates a contact and a case
- D.** Integrate Service cloud with Google Analytics and use workflow rules for case and contact creation based on key values

**ANSWER: A****QUESTION NO: 2**

Universal Containers uses Live Agent to interact with customers. Service Reps complain that it takes too much time to end the chat and close the case.

Which two features should a Consultant recommend to address this concern? Choose 2 answers

- A.** Visual Workflow
- B.** Lightning Guided Engagement
- C.** Quick Text
- D.** Macros

**ANSWER: C D****QUESTION NO: 3**

Auto Response rules work on which objects?

- A.** Leads and Cases
- B.** Leads and accounts
- C.** Accounts and Opportunity
- D.** Accounts and Cases

**ANSWER: A**

**QUESTION NO: 4**

Universal Containers wants to import articles from a previous database into their new Salesforce Knowledge Implementation. Many of their "How To" articles have images that must be migrated.

Which statement is true about migrating images into Salesforce Knowledge?

- A. Ensure that each image does NOT exceed the maximum of 25 MB
- B. Upload the images into Salesforce prior to importing the articles
- C. Convert all images to .jpeg, as this is the only supported file type
- D. Include images in an .html file using the image tag and src attribute

**ANSWER: D**

**QUESTION NO: 5**

Universal Containers has determined that case list views are slow to load because of the large number of cases in the system.

Which two actions will improve the performance of the list views? Choose 2 answers

- A. Restrict visibility of the views
- B. Reduce the number of fields displayed
- C. Filter the views by case owner
- D. Remove filter criteria from the views

**ANSWER: B C**

**QUESTION NO: 6**

Which support channel requires the smallest amount of agent work time?

- A. Web to case
- B. Email to case
- C. Web self service
- D. Chat

**ANSWER: C**

**QUESTION NO: 7**

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: A B D**

**QUESTION NO: 8**

The lifecycle of a Knowledge article consists of five stages.

In which order does an article proceed through these stages?

- A. Create, approve, publish, consume, feedback
- B. Create, feedback, publish, approve, consume
- C. Create, publish, feedback, approve, consume
- D. Create, consume, feedback, approve, publish

**ANSWER: A**

**QUESTION NO: 9**

Universal Containers wants to reduce incoming support phone call volume. What action can be taken to meet this requirement? Choose 2 answers.

- A. Enable service contracts and entitlements.
- B. Implement Salesforce Console for Service to support agents.
- C. Leverage Live Agent for web-based chat.
- D. Implement Salesforce Knowledge on a portal.

**ANSWER: C D**

**QUESTION NO: 10**

Which Search mechanism should be used to find Case Comments from within the Lightning Service Console?

- A. Comment Search Component
- B. Comments List View
- C. Global Search
- D. Search Utility Component

**ANSWER: C****QUESTION NO: 11**

The cost of service for Universal Containers' contact centers has steadily increased. What solution should a consultant recommend to help reduce the cost of service in the contact centers? Choose 2 answers.

- A. Enable Chatter for agent collaboration.
- B. Create auto response templates for emails.
- C. Enable Knowledge in a Service Cloud portal.
- D. Enable Ideas in a Service Cloud portal.

**ANSWER: B C****QUESTION NO: 12**

Universal Containers wants to implement Omni Channel within Service Cloud for its representatives. What is the first step required to configure Omni Channel?

- A. Enable Omni Channel in Setup.
- B. Assign Users to the Omni Channel Feature License.
- C. Assign Users to Omni Channel permissions.
- D. Contact Salesforce to have Omni Channel enabled.

**ANSWER: A****QUESTION NO: 13**

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)

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

**ANSWER: B D**

#### QUESTION NO: 14

Universal Containers wants to implement a new web presence to support its customers. It has provided the following requirements:

- Ability for visitors to search Knowledge articles without registering or logging in
- Ability for over one million registered customers to securely submit cases and view the status of those cases
- Ability to display white papers to registered customers
- Ability for registered customers to save favorite Knowledge articles for easy access later

What should the consultant recommend as part of the solution?

- A. Implement Partner Communities with Knowledge.
- B. Implement Customer Communities with Content.
- C. Implement Employee Communities with Content.
- D. Implement Customer Communities with Knowledge.

**ANSWER: D**

#### QUESTION NO: 15

The Contact Center at Universal Containers wants to increase its profit margins by promoting call deflection within Service Cloud.

Which two solutions should a Consultant recommend? Choose 2 answers

- A. Knowledge Base
- B. Customer Community
- C. Automatic Call Distribution

D. Service Cloud Console

**ANSWER: A B**