[Apr-2023 Pass ADM-261 Exam in First Attempt Updated ADM-261 Exam Questions [Q93-Q114
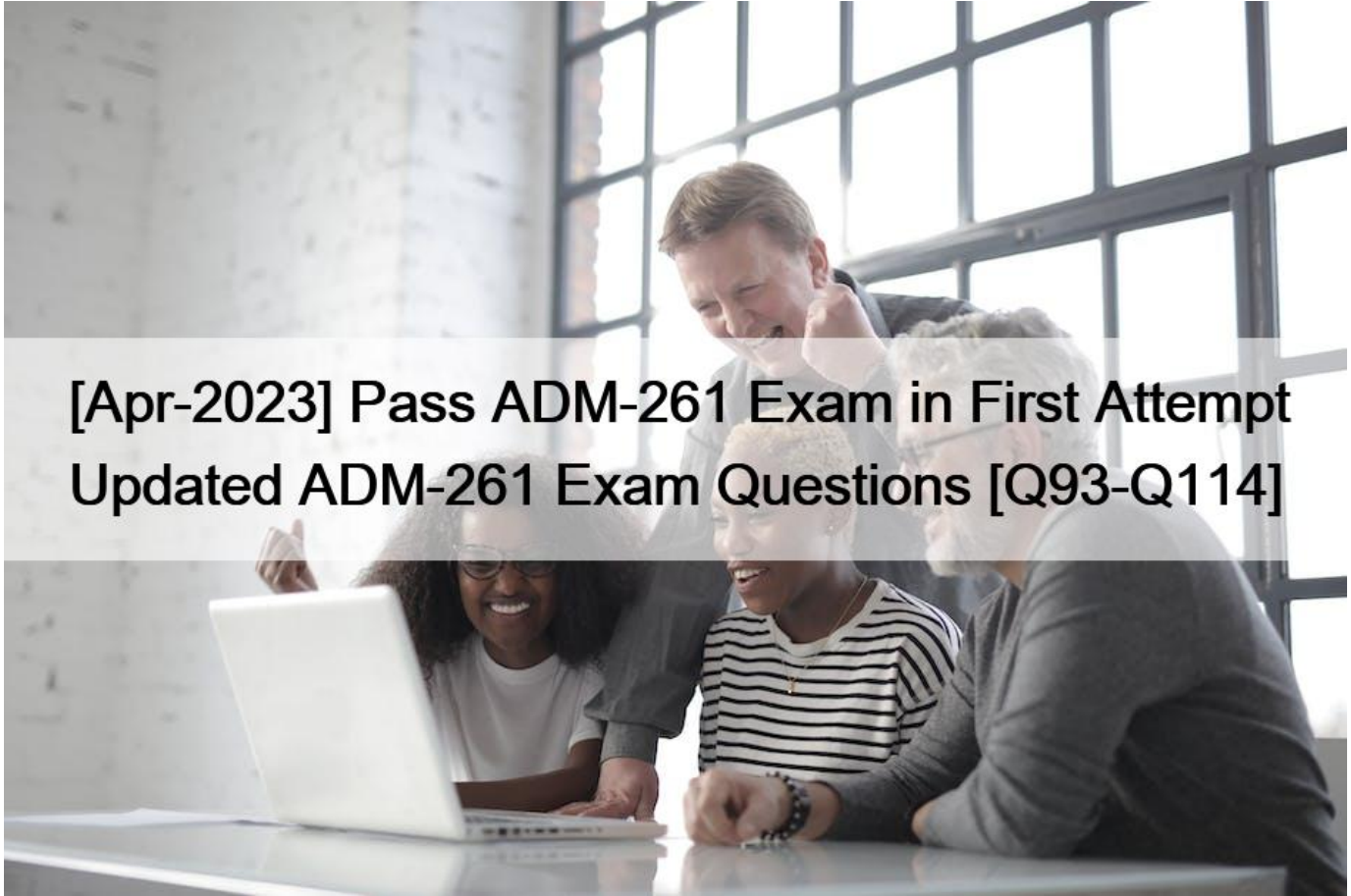

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NEW QUESTION 93

Universal Containers wants to display a list of open cases, data form an external system, and knowledge articles in one view in Salesforce. What should a consultant recommend to meet this requirement?

* Configure the Salesforce Console for Service, add Visualforce components, and activate the Knowledge sidebar.
* Configure the Salesforce Console for Service, integrate the external system, and enable Knowledge
* Configure the agent console and display the articles, case view, and external system custom object
* Create a custom Visualforce page to display case list view, external system, and knowledgearticles

NEW QUESTION 94

UniversalContainers wants to deploy Live Agent as a new support channel, and wants its Support Agents to be able to respond to chats quickly.

Which two features should a Consultant recommend? Choose 2 answers
* Configure LiveMessage
* Activate quick test
* Create quick actions
* Deploy Pre-Chat form

NEW QUESTION 95

A Company sells two products, each with its own maintenance schedule.

Which feature should a consultant recommend implementing to meet this requirement?
* Lightning Service Console
* An AppExchange Solution
* Field Service Lightning
* Customer Community

NEW QUESTION 96

Universal container support manager wants to share product specific information with their customers using communities. Choose 3 Answers
* Publish articles to external channels
* Assign article types to the communities
* Enable public solutions.
* Configure content library permissions
* Enable article deliveries

NEW QUESTION 97

How can a Contact Center Manager see which Service Representatives have not accepted new Cases recently using the Lightning Service Console?
* Omni-Channel Utility Component
* Cases report sorted by Rep and Case Owner
* Cases report sorted by Rep and Case CreatedDate
* Omni-Channel Supervisor tab

NEW QUESTION 98

Universal Containers runs a support operation with multiple call centers. The Support Manager wants to measure first-call resolution by call center location, agent, and calendar month.

Which reporting solution should the Consultant recommend?
* Create a list view report that includes fields for call center location, agent, calendar month, and first-call resolution.
* Create a reporting snapshot that includes fields for call center location, agent, calendar month, and first-call resolution.
* Create a joined report that includes fields for call center location, agent, calendar month, and first-call resolution.
* Create amatrix report that includes fields for call center location, agent, calendar month, and first-call resolution.

NEW QUESTION 99

Which system would a contact center integrate with in order to provide field service agents with information needed to provide service at customer sites?

* Telephony
* Order Fulfillment
* Enterprise Resource Planning (ERP)
* Marketing

NEW QUESTION 100

Universal Containers is training a new set of Service Reps. Part of the training includes handling Live Agent chats from customers. However, it is important that contact center managers monitor the chat sessions to ensure the Service Reps’ responses are professional and accurate and to be able to assist when needed.

What Lightning Console feature should a Consultant configure to support this need?
* Configure Omni-Channel Supervisor tab and 3rd party access.
* Configure Live Agent Supervisor tab and Whisper Messages.
* Add the Live Agent Component to the Utility bar.
* Configure the SOS snap-in for the Lightning Service Console.

NEW QUESTION 101

A company would like to implement a solution that would hold service reps accountable to customer Service Level Agreements.

Which two steps should be completed to meet this request? Choose 2 answers
* Enable Work Orders.
* Create an Entitlement Process.
* Set up Milestones.
* Configure Service Contracts.

NEW QUESTION 102

Universal Containers is evaluating whether to implement On-Demand Email-to-Case or Email-to-Case and needs to ensure the solution selected will meet its requirements.

Which customer requirement would require the use of Email-to-Case?
* Accepts email attachments larger than 10 MB
* Accepts attachments from emails
* Handles more the 10,000 emails a day
* Requires the use of Transport Layout Security (TLS)

NEW QUESTION 103

Universal Containers wants to implement a new webpresence 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?

* Implement Partner Communities with Knowledge.
* Implement Customer Communities with Content.
* Implement Employee Communities with Content.
* Implement Customer Communities with Knowledge.

NEW QUESTION 104

Universal Containers assigns its contact center agents to certain interaction channels and would like to optimize the agents’ desktop based on their assigned interaction channels.

What is the bestsolution?
* Create multiple agent console applications and configure the Iayout based on the user’s requirements.
* Create multiple Salesforce Console for Service applications and configure them based on user’s requirements.
* Create case page layouts for each interaction channel and assign them to different agent profiles.
* Create a Salesforce Console for Service layout and allow the agents to drag and drop the components they need.

NEW QUESTION 105

Solution for 15+ MB attachments, 10,000 email cases and 3,000 web cases.
* On-demand email to case
* On-demand email to case with sites
* Email to case with web to case
* Email to care with Site

NEW QUESTION 106

In the telesales contact center, Universal Containers has three-step and five-step order process, contingent on the type of product solD.Which approach should be used to optimize the order process? Choose 2 answers
* Use Visualforce to create a wizard for each process
* Organize the fields on the page layout to match each process
* Use Visual Workflow to streamline the process
* Createa custom object for each step in the process

NEW QUESTION 107

Which Search mechanism should be used to find Case Comments from within the Lightning Service Console?
* Comment Search Component
* Comments List View
* Global Search
* Search Utility Component

NEW QUESTION 108

Universal Containers has an active presence on Twitter and Facebook. Customers’ requests from these social media channels should be responded to by support agents.

What should a consultant recommend to meet this requirement?
* Social Persona tor Twitter and Facebook.
* Social Media Marketing message tagging.
* Social Customer Service for Twitter and Facebook.

* Einstein Bot social queues.

NEW QUESTION 109

Support Managers have requested the ability to provide real-time feedback to Agents duringcustomer chat sessions.

What feature should a consultant configure to meet this requirement?
* Push Notifications
* Case Feed
* Omni-channel Supervisor
* Next Best Actions

NEW QUESTION 110

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.

Whichstatement is true about migrating images into Salesforce Knowledge?
* Ensure that each image does NOT exceed the maximum of 25 MB
* Upload the images into Salesforce prior to importing the articles
* Convert all images to .jpeg, as this is the only supported file type
* Include images in an .html file using the image tag and src attribute

NEW QUESTION 111

A company wants to publish knowledge articles to its customer community. The articles should be organized for easy navigation by community members.

What should a consultant recommend?
* Define datacategories with custom visibility.
* Define article types with public sharing settings.
* Define topics for each knowledge article.
* Define a custom field to identify the subject.

NEW QUESTION 112

UC’s service center needs to provide support for a new product line. The product manager would like to be notified whenever a customer reports a newdefect. Which solution should a consultant recommend to meet this requirement?

(choose 1 answer)
* Use an escalation rule to move cases into the product manager queue
* Use Chatter case feed and case teams to monitor cases
* Use an assignment rule to assign new cases to the product manager
* Use a workflow rule to send an email to the product manager

NEW QUESTION 113

Which statement is true regarding the Salesforce CTI adapter? Choose 3 answers
* It acts as an intermediary between telephony systems, the salesforce Call Center application, and Salesforce user interface
* It is a server-based software program that controls the appearence and behavior of a Salesforce SoftPhone

* It is based on the Salesforce CTI Toolkit and consists of source code, libraries, and files
* Prebuilt CTI adapters for different telephony systems are available on the Force.com AppExchange
* It does NOT require a software install for each call center user on a Windows-based PC.

NEW QUESTION 114

Universal Containers wants to be able to assign Cases based on the same criteria they use for Live Agent chats. Which feature should a Consultant recommend?
* Omni-channel Skills-based routing
* Live Agent Queue-based routing
* Omni-channel Queue-based routing
* Case Skills-based Assignment Rules

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