



Free Questions for **ADX261** by **braindumpscollection**

Shared by **Vasquez** on **20-10-2022**

For More Free Questions and Preparation Resources

Check the Links on Last Page

Question 1

Question Type: MultipleChoice

Universal Containers would like for article to be different channel for social interactions.

What solution should a consultant recommend?

Options:

- A- Set up communication channel layouts in the object manager to use Insert Article into Social post.
- B- Set up insert Article into Social post and enable the customer community portal.
- C- Create a Chatter group and invite the customer to join with an external chatter user.
- D- Create a Visualforce page on the customer community portal.

Answer:

B

Question 2

Question Type: MultipleChoice

Universal Containers wants customers to have the ability to log cases with structured data and route based on Urgency and Product Line.

How should a Consultant accomplish this?

Options:

- A- Standard Email-to-Case with assignment rules
- B- Lightning Email with web routing prioritization
- C- Omni-Channel with prioritized queues
- D- Standard Web-to-Case with assignment rules

Answer:

A

Question 3

Question Type: MultipleChoice

Universal Containers wants Service Console users to be able to view and update product usage data that is stored in an external system.

Which two features should a consultant recommend to provide this functionality?

Choose 2 answers

Options:

- A- Salesforce Connect
- B- Custom Objects
- C- Middle-tier integration
- D- External Objects

Answer:

A, D

Question 4

Question Type: MultipleChoice

A recent review of customer satisfaction surveys revealed the support center does a poor job of upsetting new products to customers. Customers report dissatisfaction when calling for troubleshooting, billing, enrollment, or similar issues and receiving a sales pitch.

However, customers that have been upsold new products are two times more likely to remain a customer.

What is the recommended method to ensure upselling only occurs when customers are likely to be receptive to the offer?

Options:

- A- Validation Rules
- B- Einstein Next Best Action
- C- Service Analytics Predictions
- D- Einstein Reply Recommendations

Answer:

C

Question 5

Question Type: MultipleChoice

Cloud Kicks (CK) provides customized support based on product line and plans to expand from voice-only support. Support agents are certified on one or more specific product lines.

CK would like to provide support through chat, social, email, video, and web and are striving for a consistent customer experience. Agents will be trained in one or two of the new support methods, in addition to voice support.

What is the recommended solution to meet the requirements?

Options:

- A- Knowledge One with Article Recommendations
- B- Experience Cloud with self-support
- C- Omni-Channel with Skills-Based Routing.
- D- Live Agent and Live Message

Answer:

C

Question 6

Question Type: MultipleChoice

Cloud Kicks has millions of customers. Only a small percentage of the customers have existing Contact records in Salesforce. The customer's email address is used to populate details from another system and enrich the Contact record.

A service center uses multiple channels to support customers, including phone, Email-to-Case, and Web-to-Case. Support agents frequently fail to capture the necessary information, leading to an inconsistent customer experience.

What is the recommended method to consistently capture new caller details?

Options:

- A-** Use a global quick action to capture details.
- B-** Use an auto-launched flow to capture details.
- C-** Use a new customer Path on Contact to capture details.
- D-** Use Open CTI with Pop to flow to capture details.

Answer:

B

To Get Premium Files for ADX261 Visit

<https://www.p2pexams.com/products/adx261>

For More Free Questions Visit

<https://www.p2pexams.com/salesforce/pdf/adx261>

