



**Free Questions for *ADX261* by *certscare***

**Shared by *Calhoun* on *29-01-2024***

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# Question 1

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**Question Type:** MultipleChoice

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Ursa Major Solar provides onsite support for customers' solar panels. Dispatched technicians work in a specific geography during set hours of the day. Managerrefit wants to minimize the number

of rescheduled appointments by ensuring technicians have the required products to complete repairs.

Which feature should a Service Cloud consultant recommend?

## Options:

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- A- Field Service Inventory
- B- Work Oder Assignment
- C- Operating Hours and Shifts
- D- Service Appointment Bundling

## Answer:

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A

## **Explanation:**

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Field Service Inventory is a feature that allows technicians to track and manage the products they need to complete their work orders. It also helps managers to optimize inventory levels and replenishment across warehouses and service vehicles. By using Field Service Inventory, Ursa Major Solar can ensure that technicians have the required products to complete repairs and minimize the number of rescheduled appointments.

## **Question 2**

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### **Question Type: MultipleChoice**

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As part of a service improvement project, Cloud Kicks (CK) has implemented Knowledge management for its support agents. Several months after the implementation, CK management notices an inconsistency in reported customer satisfaction, CPIS show a decrease; however, many customers have provided testimonials about great support experiences.

Which KPI should help explain the disparity?

## **Options:**

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**A-** Track not promoter scores as part of an automated survey after case closure for every cote.

- B-** Benchmark the average cases per agent versus the team average across each case channel
- C-** Track the average calls per day, average cases per agent, and average cases per case type.
- D-** Measure difference in CSAT of cases with and without articles attached.

**Answer:**

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C

## Question 3

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**Question Type:** MultipleChoice

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Cloud Kidcs (CK) uses Lightning Knowledge and has set up Data Categories. CK uses Data Category Visibility to control access based on products and geographic location. The Service Cloud administrator plans to enable "Use standard Salesforce sharing" in Sharing Settings under Knowledge Setting.

Which consideration should the administrator be aware of when making this change?

**Options:**

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- A-** Data Category Visibility of All Categories provides Public Read/Write access.

- B-** Data Categories no longer control access to articles.
- C-** Data Category Visibility of Custom overrides Organization-Wide Sharing Default access.
- D-** Data Category Visibility of AM Categories provides Public Read Only access.

**Answer:**

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A

## Question 4

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**Question Type:** MultipleChoice

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Cloud Kicks is migrating its knowledge base from Classis Knowledge into Lightning Knowledge. After the migration, an integration process that manages the articles' lifecycles by archiving deleting articles of a certain designation now fails.

What are two reasons the integration is failing?

Choose 2 answers

**Options:**

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- A- The Amde Type field is no longer accessible via SOQi or the API.
- B- Only Published articles are available in the API.
- C- URL formats for articles differ between Classic and Lightning Knowledge.
- D- Users must have Modify AM permission to delete archived articles.
- E- After the migration, an integration process that manages the articles' lifecycle by archiving and

**Answer:**

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B, C

## Question 5

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**Question Type:** MultipleChoice

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Service agents at Cloud Kicks frequently encounter duplicate cases that customers in different channels created. Management would like to provide a method for service agents to combine duplicates and delete one of the cases.

Which action should a Service Cloud consultant recommend?

**Options:**

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- A- Enable Case Merge.
- B- Create an auto-launched flow.
- C- Configuration a blocking duplicate rule
- D- Set a validation rule

**Answer:**

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B

## Question 6

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**Question Type:** MultipleChoice

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Cloud Kicks (CK) provides support through Web-to-Case. As part of a service improvement project, a self-service portal in Experience Cloud and public Knowledge base were added. When reviewing service KPIs, management at CK found a 10% increase in case resolution time and is considering reverting the changes.

What is the likely reason for the KPI change?

**Options:**

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- A- Self-service deflects easy cases, leaving more complex cases for agents.
- B- Customers are spending additional time searching for answers.
- C- Agents do not have access to the same Knowledge articles as customers.
- D- Customers must spend additional time registering for the portal.

**Answer:**

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A



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