



Free Questions for *ADX261* by *vceexamstest*

Shared by *Dalton* on *18-01-2024*

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Question 1

Question Type: MultipleChoice

After migrating from Knowledge to Lightning Knowledge, Authors are unable to create FAQ article type, but can successfully create Install Notes article type. Support Managers have confirmed that articles of type FAQ exist in Production.

How should a consultant correct this problem?

Options:

- A) Grant Authors access to the FAQ record type.
- B) Add Authors to the FAQ Data Category.
- C) Grant Authors access to the FAQ article type.
- D) Set Article Org Wide Default to Public ReadWrite.

Answer:

A

Question 2

Question Type: MultipleChoice

Universal Containers wants to monitor customers' social media reactions and opinions. Agents also want to see recent cases that the customer as logged.

What feature should a consultant recommend to meet this requirement?

Options:

- A) Omni-Channel
- B) Social Conversation Component
- C) AppExchange solution
- D) Custom Lightning Component

Answer:

B

Question 3

Question Type: MultipleChoice

Universal Containers wants to monitor customers' social media reactions and opinions. Agents also want to see recent cases that the customer as logged.

What feature should a consultant recommend to meet this requirement?

Options:

- A) Omni-Channel
- B) Social Conversation Component
- C) AppExchange solution
- D) Custom Lightning Component

Answer:

B

Question 4

Question Type: MultipleChoice

After migrating from Knowledge to Lightning Knowledge, Authors are unable to create FAQ article type, but can successfully create Install Notes article type. Support Managers have confirmed that articles of type FAQ exist in Production.

How should a consultant correct this problem?

Options:

- A) Grant Authors access to the FAQ record type.
- B) Add Authors to the FAQ Data Category.
- C) Grant Authors access to the FAQ article type.
- D) Set Article Org Wide Default to Public ReadWrite.

Answer:

A

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