Salesforce

ADM-261 Exam

Salesforce Service Cloud Administration

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Version: 6.0

Topic 1, Pool A (Main)

Question: 1

Universal Containers recently deployed a Salesforce Knowledge implementation, but is looking to evaluate the quality of the articles being produced.
What should the Consultant recommend to gather information on Knowledge article usefulness?

A. Contact Salesforce to send a report on article efficacy.
B. Send out a monthly survey to customers requesting feedback.
C. Install Knowledge Base Dashboards and Reports AppExchange package.
D. Create a group of super users that will evaluate and manage articles.

Answer: C

Explanation:

Question: 2

The Universal Containers sales team has been so successful in signing new customers that the support team is unable to provide same-day customer assistance.
What should a consultant recommend to address this problem?

A. Limit Customers to 5 Cases per day.
B. Provide a self-help Customer Community.
C. Add more support phone lines.
D. Ask sales reps to respond to support Cases.

Answer: B

Explanation:

Question: 3

A manager would like information on the knowledge base searches conducted by customers and call center agents. Which two metrics are useful for identifying knowledge article effectiveness?
Choose 2 answers

A. Knowledge search query with no results.
B. Knowledge articles with the lowest rating.
C. Number of knowledge articles in each data category.

D. Knowledge articles created by call center agents.

Answer: A, B

Explanation:

Question: 4

When Service Reps view a Case, they often need to see the Case History of other Cases for that same Account. How should a Consultant configure the Lighting Service Console to support this requirement?

A. Account tabs and Cases tab
B. Case tabs with Account subtabs
C. Account tab with Cases related list
D. Account tabs with Case Subtabs

Answer: C

Explanation:

Question: 5

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

Explanation:

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