



ITTEST

QUESTION & ANSWER

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Exam : ADM-261

**Title : Service Cloud
Administration (SU21)**

Version : DEMO

1. Universal Containers has created Permission Sets granting access to objects and fields in one of its sandboxes.

How should a consultant deploy these Permission Sets to Production?

- A. Use a Change Set
- B. Manually re-create the Permission Sets
- C. Create an Unmanaged Package
- D. Publish a Managed Package

Answer: A

2. What should a consultant recommend to ensure chat requests contain enough information for reps to effectively respond?

- A. Customize the lightning console that page.
- B. Configure a chat validation rule.
- C. Customize the pre-chat form.
- D. Configure lightning guided engagement.

Answer: C

3. Which two solutions should Universal Containers consider to increase Contact Center Agent productivity?

Choose 2 answers

- A. Enable templates for written responses.
- B. Increase the number of agents.
- C. Improve the agent interface.
- D. Employ surveys to confirm customer satisfaction.

Answer: A,D

4. Universal Containers (UC) is updating the Service Cloud console app for its call center agents.

Management is concerned that deploying the new app will disrupt current operations and impact customer satisfaction.

What should the consultant recommend to mitigate these concerns?

- A. Deploy the configured and tested app to production, update the agent's profile to view the app and take away access to the old app.
- B. Configure the new app in a sandbox. Use a change-set to push the configuration to production for testing and training.
- C. Deploy the configuration from a sandbox to production during the next Salesforce version update so the system only goes down once.
- D. Configure the new app in developer org and use an unmanaged package to deploy to production.

Answer: D

5. Universal Containers (UC) wants customers to be notified by email when their issue is resolved. The notification should contain a reference link in the form of their case number. The customer should be able to click the link and be redirected to the resolved case in UC's Community.

Which three features must be configured to accomplish this? Choose 3 answers

- A. Email Alert
- B. Email Relay

- C. Email Template
- D. Assignment Rule
- E. Workfl

Answer: A,C,E