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Salesforce

ADM-261 Exam

Salesforce Consultant

Questions & Answers

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Version: 4.0

Question: 1

Universal Containers plans to migrate its existing knowledge base into Salesforce Lightning Knowledge.Which three statements should be considered? (Choose 3 answers)

A. Attachments and .html files in Classic Knowledge are moved to the Files object.
B. Visualforce pages refer to Classic article types.
C. Each article must be associated to a record type.
D. Approval process history migrate to Lightning Knowledge.
E. Article numbers change during migration

Answer: A C D

Question: 2

The Service Manager at universalContainers manages three teams. Each team provides support for the specific product. Agents have concerns about seeing search results for other products when searching the knowledge base. The service manager originally provided the teams with full access to the articles. Which solution will ensure each team sees only the relevant article type for their product?

A. Create an article action for each record type and assign them to each team based on their product specialization
B. Create a permission set foreach record type and assign them to each team based on their product specialization
C. Create a page layout for each article type and assign them to each team based on their product specialization
D. Create a data category for each product and assign themto each team bases on their product specialization

Answer: D

Question: 3

Which solution should a consultant recommend?

A. Enable the knowledge sidebar related list on the case page layout.
B. Create a visualforce page called knowledge sidebar on the case page layout.
C. Enable the knowledge sidebar setting in the case support settings.
D. Implement a salesforce console for service and enable the knowledge sidebar on the case page layout.
E. Universal containers recently rolled out a lightning knowledge implementation; however, users are finding unreliable and unrelated knowledge articles displayed in the knowledge one widget in the salesforce console.

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Answer: D

Question: 4

Universal Containers wants to offer its customers interactive chat as well as Case processing. The same team of Service Representatives will be handling both types of communication from customers. Which solution should a Consultant recommend to ensure that Service Reps are only assigned an appropriate number of issues?

A. Omni Channel
B. Process Builder Assignment
C. Live Agent
D. Case Assignment Rules

Answer: A

Question: 5

Universal Containers has scheduled a major upgrade to its Customer Community next month. The community is expected to beunavailable for approximately 8 hours. The executive team is concerned about how the upgrade and associated outage will impact customers. Which three measures should the Consultant recommend to ensure transparency during the upgrade process? Choose 3 answers

A. Publish ongoing updates to the community knowledge base with details about the upgrade.
B. Communicate information about the upgrade to customers in advance.
C. Send routine status updates to customers via Chatter during the upgrade.
D. Replace the default outage page with a custom page containing upgrade information.
E. Notify customers once the upgrade is completed and full services are restored

Answer: B D E

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