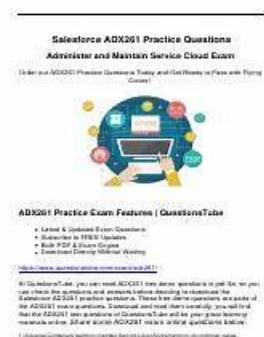


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Exam-Killer assists people in better understanding, studying, and passing more difficult certification exams. We take pride in successfully servicing industry experts by always delivering safe and dependable exam preparation materials. All of our Salesforce ADX261 exam questions follow the latest exam pattern. We have included only relevant and to-the-point Salesforce ADX261 Exam Questions for the Administer and Maintain Service Cloud exam preparation. You do not need to waste time preparing for the exam with extra or irrelevant outdated Salesforce ADX261 exam questions.

Salesforce ADX261 Certification Exam is an excellent opportunity for individuals seeking to validate their skills in administering and maintaining Service Cloud. Administer and Maintain Service Cloud certification focuses on testing the technical knowledge and expertise needed to manage a Service Cloud implementation effectively.

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The Administer and Maintain Service Cloud certification exam consists of 60 multiple-choice questions that need to be answered within 105 minutes. ADX261 exam fee is \$200, and it can be taken both online and at a testing center. Salesforce recommends that individuals preparing for the exam have at least six months of experience administering Salesforce Service Cloud and possess working knowledge of Salesforce Administrator certification concepts. The Salesforce ADX261 certification is a valuable asset for individuals seeking to advance their careers in Service Cloud administration and support.

The ADX261 Exam covers a wide range of topics, including Service Cloud setup, data management, case management, and analytics. ADX261 exam also includes questions on collaboration and automation in Service Cloud, as well as integration with other Salesforce products. ADX261 exam is intended for administrators who have experience with Service Cloud and are familiar with its key features and capabilities.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q16-Q21):

NEW QUESTION # 16

Universal containers would like for articles to be suggested to agents based on information they are typing into the case. What solution should a consultant recommend?

- A. Enable the knowledge sidebar setting in the case support settings.
- B. Enable the knowledge sidebar related list on the case page layout.
- C. Create a visualforce page called knowledge sidebar on the case page layout.
- D. **Create a salesforce console for service and enable the knowledge sidebar on the case page layout.**

Answer: D

Explanation:

Creating a Salesforce console for service and enabling the knowledge sidebar on the case page layout is a solution that can enable articles to be suggested to agents based on information they are typing into the case. A Salesforce console for service is a workspace that allows agents to manage multiple cases and interactions on a single screen. The knowledge sidebar is a feature that shows suggested articles based on the case subject, description, or other fields in the console. Verified Reference: : https://help.salesforce.com/s/articleView?id=sf.console2_overview.htm&type=5 : https://help.salesforce.com/s/articleView?id=sf.knowledge_sidebar_enable.htm&type=5

NEW QUESTION # 17

What approach should a Consultant use to ensure that Knowledge searches only display articles for a service agent's product specialization?

- A. Create an article action for each record type; assign record types to service agents.
- B. Create a page layout for each record type; assign layouts to service agents.
- C. Create a permission set for each record type; assign permissions to service agents.
- D. **Create a data category for each product; assign data categories to service agents.**

Answer: D

Explanation:

Creating a data category for each product and assigning data categories to service agents is the recommended approach to ensure that Knowledge searches only display articles for a service agent's product specialization. Data categories are a way of classifying articles based on topics or criteria that make sense for your business. Data categories can be used to control the visibility and searchability of articles for different users and communities. By creating a data category for each product, you can group articles by product line and make it easier for agents and customers to find relevant information. By assigning data categories to service agents, you can restrict their access and search results to only the articles that match their product specialization. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Data Categories Overview

NEW QUESTION # 18

Universal containers is looking for ways to provide more proactive support and to promote its brand on the internet with minimal investment. A consultant recommends installing the Social Customer Service Start Pack.

Which two feature should the consultant recommend as part of the deployment?

- A. **Create and assign permission sets to give agents social account access.**

- B. Enable the Moderation feature to automatically create cases from posts.
- C. Retrieve Social Studio credentials.
- D. Select two Twitter or Facebook accounts.

Answer: A,D

Explanation:

Customer Community Login licenses are used for external users who access Experience Cloud sites and need to view and execute reports with the ability to "Run as specified user". This license type allows users to create and manage cases, as well as access custom objects and tabs. Customer Community Login licenses are based on the number of monthly logins and are suitable for occasional users who do not need full access to standard CRM functionality. Verified Reference: Service Cloud Consultant Certification Guide & Tips, Experience Cloud User Licenses

NEW QUESTION # 19

Universal Containers (UC) is configuring a self-service page for customers to find Knowledge articles and create cases. UC has recently requested that an Einstein Bot be placed on the page, but wants to ensure that the bot only directs cases to live agents during normal business hours and observes holidays.

How should a consultant meet this requirement?

- A. Configure the Einstein Bot to direct customers to an agent except for designated holidays and instruct Omni-Channel agents to sign off at the end of business hours.
- B. **Configure the Einstein Bot with an Action that queries for the Default Business Hours and active Holiday records and directs the customer to a case form when agents are unavailable.**
- C. Configure the Einstein Bot with a default message when customers log a case letting them know they should expect a delayed response outside of business hours or on holidays.

Answer: B

Explanation:

To ensure the Einstein Bot directs cases appropriately based on business hours and holidays, configuring it with an action that checks for business hours and holiday schedules is essential. This setup allows the bot to intelligently manage customer interactions, directing them to live agents during operational hours or to alternative support options, like a case submission form, when live support is not available, thus maintaining a seamless customer experience.

NEW QUESTION # 20

Universal Containers has a category of cases that cannot be solved by a single agent and instead requires a team of experts to triage and resolve the issue. The support manager is interested in solutions that allow the team of experts to collaborate on these cases. Which option should the consultant recommend so experts can collaborate in real time?

- A. Use Email-to-Case to send an email to experts so they can use email threads.
- B. Implement Skills-Based Routing to assign the case to experts.
- C. **Add experts to an integrated Slack channel.**

Answer: C

Explanation:

Integrating a Slack channel for experts to collaborate on complex cases provides a real-time communication platform that supports quick exchange of ideas, files, and updates. This solution fosters teamwork and enables faster resolution of issues that require input from multiple experts.

NEW QUESTION # 21

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