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The ADX261 Exam requires a thorough understanding of Salesforce Service Cloud, including its features, capabilities, and best practices. As a professional certifying in ADX261, you will be expected to have experience configuring and maintaining Service Cloud, including its various components such as custom objects, fields, and workflows.

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Salesforce ADX261 (Administer and Maintain Service Cloud) Exam is a certification exam that focuses on the skills and knowledge required to administer and maintain the Service Cloud platform. ADX261 exam is designed for professionals who work with the Service Cloud platform and want to demonstrate their expertise in managing the platform effectively. ADX261 exam covers a range of topics, including service setup, case management, service console, knowledge management, and more.

One of the key benefits of earning the Salesforce ADX261 Certification is that it demonstrates to employers and clients that you have a deep understanding of Service Cloud and are capable of supporting their business needs. This can lead to increased job opportunities, higher salary potential, and greater credibility in the industry.

Salesforce Administer and Maintain Service Cloud Sample Questions (Q91-Q96):

NEW QUESTION # 91

Cloud Kicks uses the Service Console and work items to route cases to available agents.

Service agents need a way to see work they have accepted and incoming items. Which feature should a Service Cloud consultant recommend?

- A. Actions & Recommendations component
- **B. Omni-Channel Utility widget**
- C. Personalised navigation menu
- D. Global Shared Macro

Answer: B

NEW QUESTION # 92

Agents at universal containers are required to update the case status to waiting for customer after they send an email to the case contact. Support managers are noticing that many agents are forgetting to perform this step.

What should a consultant recommend to address this problem?

- A. Create a Case Macro
- B. Activate a validation rule
- C. Define case escalation rules
- **D. Configure flow Builder /Process Builder**

Answer: D

NEW QUESTION # 93

Universal Containers has created permission sets granting access to objects and fields in one of its sandboxes. Following best practices, how should a consultant deploy these permission sets to production?

- A. Re-create them manually.
- B. Use Salesforce Workbench.
- **C. Use a change set.**

Answer: C

Explanation:

Deploying permission sets from a sandbox to production following best practices involves using change sets. Change sets allow administrators to push configuration changes, such as permission sets, from a sandbox environment to production in a controlled and secure manner. This method ensures that all configurations have been tested in a non-production environment before being implemented in production, reducing the risk of errors and maintaining system integrity.

NEW QUESTION # 94

Universal Containers has four internal divisions that use Salesforce Knowledge. Compliance requirements mandate that each division should only have access to its own articles when performing a search. Which solution should a consultant recommend to meet this requirement?

- A. Create a sharing rule for each division to provide access using the role hierarchy.
- B. Create a sharing rule for each division to provide access based on criteria of the article.
- **C. Create a single data category group for each division and provide access using the role hierarchy.**
- D. Create separate data category groups for each division and assign the category to a division profile.

Answer: C

NEW QUESTION # 95

Universal Containers (UC) provides customer support for two separate business groups. UC requires that cases for each business group have different support processes and fields.

Which feature should a consultant implement to meet the requirement?

- A. Omni-Channel

- B. Record Types
- C. Dynamic Forms

Answer: B

Explanation:

To accommodate different support processes and fields for two separate business groups at Universal Containers (UC), implementing Record Types is the appropriate solution. Record Types enable UC to define different sets of picklist values, page layouts, and processes for each business group's cases. This allows for customization of the user interface and the data model to reflect the specific requirements of each group, ensuring that agents have access to the relevant fields and follow the correct process when managing cases. This customization enhances the efficiency and effectiveness of case management by aligning it with the distinct needs of each business group.

NEW QUESTION # 96

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