

# Salesforce ADX261 Reliable Exam Syllabus - ADX261 New Study Questions



P.S. Free & New ADX261 dumps are available on Google Drive shared by UpdateDumps: <https://drive.google.com/open?id=1Mf9AevXnqxqELDDO4fu4mF1cWrFanXGO>

In your day-to-day life, things look like same all the time. Sometimes you feel the life is so tired, do the same things again and again every day. Doing the same things and living on the same life make you very bored. So hurry to prepare for ADX261 Exam, we believe that the ADX261 exam will help you change your present life. It is possible for you to start your new and meaningful life in the near future, if you can pass the ADX261 exam and get the certification.

The ADX261 exam is a comprehensive test that covers a range of topics related to service cloud administration. Candidates must be able to configure and manage service cloud features such as email-to-case, web-to-case, and case escalation rules. They must also be able to configure and manage service entitlements such as service contracts, entitlement processes, and entitlement templates.

Salesforce ADX261 Exam comprises 60 multiple-choice questions that test the candidate's understanding of the Service Cloud features, capabilities, and best practices. ADX261 exam duration is 90 minutes, and the passing score is 65%. ADX261 exam fee is \$200, and the exam can be taken online or onsite at a proctored testing center.

>> **Salesforce ADX261 Reliable Exam Syllabus <<**

## **ADX261 New Study Questions, ADX261 Valid Test Dumps**

When you are struggling with those troublesome reference books; when you feel helpless to be productive during the process of preparing different exams; when you have difficulty in making full use of your sporadic time and avoiding procrastination. No other

ADX261 study materials or study dumps can bring you the knowledge and preparation that you will get from the ADX261 Study Materials available only from UpdateDumps. Not only will you be able to pass any ADX261 test, but will get a higher score, if you choose our ADX261 study materials.

## **Salesforce Administer and Maintain Service Cloud Sample Questions (Q195-Q200):**

### **NEW QUESTION # 195**

Universal Containers (UC) recently expanded sales to Mexico and Canada

a. UC wants OmniChannel to route cases to agents who speak the customer's preferred language and have the right knowledge to solve the issue.

Which solution should a consultant recommend to meet the requirements?

- A. **Configure Omni-Channel Skills-based Routing.**
- B. Configure Case Assignment rule and Omni-Channel Supervisor.
- C. Configure Omni-Channel Queue-Based Routing.

**Answer: A**

### **NEW QUESTION # 196**

Universal Containers wants to add functionality to its Service Cloud implementation so customers are able to add digital files to case records.

Which functionality should a consultant recommend to meet these requirements?

- A. Slack Connect
- B. **Web-to-Case**
- C. Email-to-Case

**Answer: B**

Explanation:

To enable customers to add digital files to case records, Web-to-Case is a suitable functionality. This feature allows customers to submit cases through a form on the company's website and attach files relevant to their cases. Salesforce then automatically creates a case record with the attached files, streamlining the process for both customers and service agents and ensuring that all pertinent information is readily available for case resolution.

### **NEW QUESTION # 197**

Universal Containers email policy requires that all email traffic remain within its firewall. Currently, the company has 200 support agents handling email from five different time zones.

Which solution should a consultant recommend?

- A. **Email-to-Case**
- B. Web-to-Case
- C. On-Demand Email-to-Case
- D. Salesforce for Outlook

**Answer: A**

### **NEW QUESTION # 198**

Universal Containers wants to automate the process of case creation. While conducting a business process review, the consultant learned that customers sometimes upload digital pictures of the problem.

Following best practices, which solution should a consultant recommend?

- A. **Email-to-Case**
- B. Web-to-Case
- C. AppExchange package

**Answer: A**

## NEW QUESTION # 199

Ursa Major Solar (UMS) provides customers with remote monitoring of solar panels. When there are issues with the service, such as a power outage, UMS needs to provide service agents, operations teams, and customers with full visibility into the issue. What is the recommended feature to meet the requirements?

- A. Field Service Management
- B. Workforce Engagement
- C. Incident Management

**Answer: C**

## NEW QUESTION # 200

We are well acknowledged for we have a fantastic advantage over other vendors - We offer you the simulation test with the Soft version of our ADX261 exam engine: in order to let you be familiar with the environment of ADX261 test as soon as possible. Under the help of the real simulation, you can have a good command of key points which are more likely to be tested in the real ADX261 test. Therefore that adds more confidence for you to make a full preparation of the upcoming ADX261 exam.

**ADX261 New Study Questions:** <https://www.updatedumps.com/Salesforce/ADX261-updated-exam-dumps.html>

DOWNLOAD the newest UpdateDumps ADX261 PDF dumps from Cloud Storage for free: <https://drive.google.com/open?id=1Mf9AevXnqaxELDDO4fu4mF1cWrEanXGO>