

Salesforce ADX261 Reliable Exam Syllabus - ADX261 New Study Questions



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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.

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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

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